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ABSTRACT

This instructor's guide contains the materials required to teach a competency-based course introducing distributive education students to the history, purposes, and activities of the Distributive Education Clubs of America (DECA) and helping students develop the skills needed to participate in DECA activities and become a DECA leader. The following topics are covered in the seven instructional units: introduction to DECA, DECA activities, parliamentary procedure, becoming a DECA leader, giving presentations, developing techniques for learning, and quality management skills for student organizations. Each unit contains some or all of the following: performance objectives, suggested activities for instructors, optional supplemental instructional materials, information sheets, student supplements, transparency masters, activity sheets, assignment sheets, job sheets, written tests, and assignment sheet and test answers. Academic skills training is combined with vocational training throughout the instructional materials, and a system of icons has been used to help instructors identify activities into which training in the following basic skill areas has been infused into the materials about DECA: reading, science, creative thinking/problem solving, writing, oral communication, employability, math, interpersonal skills, and social studies. (MN)

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LEARN GROW BECOME

Oklahoma Department of Vocational and Technical Education Stillwater, Oklahoma

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SECOND EDITION

CE 068 526

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DECA
Learn, Grow, Become

Developed by the
Curriculum and Instructional Materials Center
for the Division of Marketing Education
Oklahoma Department of Vocational and Technical Education

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DE1100

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FOREWORD

Marketing and management are very important to America's free enterprise system. DECA helps better prepare its members for future careers in marketing and management. DECA enables students to develop strong leadership qualities, marketing and management skills, and civic awareness and responsibility. DECA members participate in competency-based competitive events and leadership activities with other DECA members on the state and national levels. In addition, DECA members participate in sales projects applying the knowledge that they obtain in the classroom.

DECA continues to be a highly successful student organization because DECA members develop the leadership characteristics, self-confidence, and self-esteem necessary for the marketing, management, and merchandising occupations. DECA members develop the vocational understandings necessary to compete in those occupations while incorporating a healthy, career-oriented, competitive spirit. DECA members also develop the highest ethical standards in personal and business relationships and an appreciation and use of social, civic, and business responsibilities as American citizens.

DECA is recognized by the United States Office of Education (USOE) as being an integral part of the total marketing education program. Marketing education students have common objectives and interests in that each is studying for a specific career objective. DECA activities have a tremendous psychological effect upon the attitudes of students who often have no other opportunity to participate in their school's activities or to develop responsibilities of citizenship. DECA members learn to serve as leaders and followers and have opportunities for local, state, and national recognition that they might not otherwise have. Each local chapter is the "show window" for student achievement and progress in acquiring job competencies for successful careers in the field of marketing education, and in many cases is the public relations arm of the marketing education instructional program.

Roy Peters, Jr.
State Director
Oklahoma Department of
Vocational and Technical Education

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Throughout the development process, the art department and the CIMC word processing personnel played an important part. Special appreciation is extended to Bob Davis and his art staff and to Brenna Tillman and Charlotte Tarkington for their skill and their dedication to this project.

Claire Z. Dickey
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Curriculum and Instructional
Materials Center

USE OF THIS PUBLICATION

INSTRUCTIONAL UNIT

DECA: Learn, Grow, Become contains seven units. Each instructional unit includes some or all of the basic components of a unit of instruction.: performance objectives, Suggested Activities for the instructor, Extension and Options, Information Sheets, Student Supplements, Transparency Masters, Instructional Supplements, Activity Sheet, Assignment Sheets, Job Sheets, the Written Test, and answers to Assignment Sheets and the Written Test, all of which are included in the instructor's edition. The student workbook includes the Objectives Sheets, Information Sheets, Student Supplements, Transparency Masters, Activity Sheets, Assignment Sheets, and Job Sheets. Written tests may be duplicated for classroom use or *additional copies* may be purchased by calling 800-654-4502 or, in Oklahoma, 800-522-5810, ext. 589.

All of the unit components tie into measurable and observable learning outcomes. Instructors are encouraged to supplement these components with other resources in order to make them as responsive to local conditions and individual needs as possible.

Most units of instruction are designed for use in more than one lesson or class period of instruction. Careful study of each unit of instruction by the instructor will help him or her determine the following:

- Amount of material that can be covered in each class period.
- Skills that must be demonstrated.
  - Supplies and equipment needed
  - Amount of class time needed for demonstrations
  - Amount of time needed for student practice
- Supplementary materials, including print and non-print media, that must be ordered.
- Resource people who must be contacted.

Instructional Supplements (Pink Pages) — **Instructor's Edition only**

Instructional Supplements provide suggestions for teaching the basic skills included in each assignment sheet or job sheet. They are located on the pink sheets directly in front of Unit 1 and contain information for the entire book.

Objective Sheet (White Pages)

The Objective Sheet summarizes each unit for the student and the instructor. The Objective Sheet includes the following sections:

Introduction - This section introduces students to the unit topic and its importance to them. The introduction also relates the unit to students' experiences and their "need to know"; it helps capture their interest and focus their attention on the specific topic.

Unit Objectives - The Unit Objective states the overall goal of the unit. It identifies what the student will be able to do after successfully completing the unit, as well as the standards used to measure student performance.

Specific Objectives - The Specific Objectives outline the teaching sequence of the competencies required to reach the Unit Objective.

The Specific Objectives on the Objective Sheet should be emphasized to all students at the start of each unit and throughout the teaching/learning process. This will help answer student questions about performance requirements for each unit. Specific Objectives can also assist instructors in determining teaching strategies and instructional methods. Instructors should prepare for each unit by deciding how each objective can best be taught.

Instructors should modify, delete, or add objectives to meet the needs of students and the community. When objectives are added, the instructor should remember to provide the needed information, Assignment and/or Job Sheets, and criterion-referenced test items.

Suggested Activities (Pink Pages) – **Instructor's Edition only**

The suggested activities page assists the instructor during the preparation stage of the teaching/learning process by providing suggestions for delivery, application, and evaluation during the instructional process. The instructor should read the Suggested Activities prior to introducing the unit to allow time to obtain supplemental materials, prepare audiovisual materials, and contact outside resources. Duties of the instructor will vary according to the particular unit.

References used in the development of each unit are listed in the Unit References section. Print and non-print media that may be used to teach the unit can be found in the Optional Resources section. These materials can be used by the instructor to supplement his or her knowledge of the subject area or to help students with particular interests or occupational objectives in the area covered.

Extensions and Options (White Pages) – **Instructor's Edition only**

Extensions and Options are supplemental material that is not testable or graded and is nice-to-know. Extensions and Options provide the instructor with additional activities, fact sheets, art, controversial items, and extra practice sheets. They may also include items for the gifted or remedial student. Extensions and Options are used at the discretion of the instructor.

Information Sheets (Green Pages)

The Information Sheets provide "must know" content essential for meeting the cognitive objectives stated at the beginning of each unit. They serve as an excellent guide for presenting background knowledge necessary to develop the skills specified in the Unit Objective.

Students should read the Information Sheet before they are discussed in class. Space is provided in margins for students and instructors to add notes that clarify and/or expand on the information provided.

Information Sheets may include notes, cautions, or warnings. These should be discussed carefully and thoroughly. **Notes** are short verbal additions to the information sheet or procedural outline that provide nice-to-know and decision-making information. A note may tell the student what to watch for or to consider at a given step. It may explain when a step may not be applicable. Notes offer guidance that may help the student understand the process and do it more efficiently. **Cautions** are advisories that tell the student how to avoid causing minor personal injury or equipment damage. **Warnings** are advisories to the student used to avoid serious personal injury or death to the student, persons in the workplace, or users of the project or the procedure.

Student Supplements (Green Pages)

Student supplements include instructions that could be used for solving problems or reinforcing the enrichment of learning. The information presented in a Student Supplement may consist of tables, charts, written information, forms, or other information students will need in order to complete one or more of the Assignment or Job Sheets. While supplements are not tested over directly, they may be used to assist in meeting the performance objectives.

Transparency Masters (White Pages) - **Instructor's Edition only**

Transparency Masters provide information in a special way. The students may see as well as hear the materials being presented, thus reinforcing the learning process. Transparencies may present new information or they may reinforce information presented in the Information or Assignment Sheets.

Transparencies should be made and placed in the notebook where they will be immediately available for use. Transparencies direct the class's attention to the topic of discussion. They should be left on the screen only when topics shown are under discussion.

Activity Sheets (Tan Pages)

The purpose of Activity Sheets is to provide activities which support several objectives. Activity sheets vary greatly in their number and design from unit to unit. Some Activity Sheets deal with the student's attitudes and beliefs. These may ask rather personal questions and are only intended for each student's personal use. Some Activity Sheets may require the student to monitor his or her own actions or other personal variables over a period of time. Answer sheets may or may not be included. Activity Sheet answers are on pink pages in the instructor's edition.

Assignment Sheets (Tan Pages)

Assignment Sheets provide students with information and exercises that address learning levels at or above the application level of Bloom's taxonomy. Assignment Sheets provide written exercises for instruction and practice of a specific objective.

The introduction to the Assignment Sheet explains how the Assignment Sheet relates to the subject area and unit component for such information.

Job Sheets (Blue Pages)

Job Sheets are another important segment of a unit of instruction. The Job Sheets provide a list of equipment, tools, and materials needed to complete a manipulative or psychomotor skill. They describe a step-by-step procedure to complete each task or job. Diagrams, photographs, and illustration are provided to assist students in achieving the skill.

The instructor should demonstrate the procedure outlined in each Job Sheet. Furthermore, the instructor needs to localize the procedure according to the equipment and supplies available in the local lab or school situation. Job Sheets also furnish potential employers with a picture of the skills being taught and the performances they might reasonably expect from a person who has had this vocational instruction.

Written Test (Yellow Pages) – **Instructor's Edition only**

This component provides criterion-referenced evaluation of every objective listed in the unit of instruction. If objectives have been added, deleted, or modified, appropriate changes should be made on the test.

In order to measure and document student competency gains as required by the latest Carl Perkins regulations, and as outlined in the Oklahoma-developed system of standards and measures, it is *absolutely essential* that the same test be used as a pretest and as a posttest. If you choose to use tests other than the ones included herein, be sure that the same instrument is used for each activity–pre- and post test.

A detailed explanation of the Oklahoma plan for standards and measures and the Carl Perkins requirements is included in the CIMC publication, *Measuring Learning & Competency Gain: The Pretest/Posttest Approach*. This booklet and accompanying software, designed to assist in calculating and recording student gains, are available to all vocational teachers through the school's vocational testing liaison.

To further assist vocational teachers, the CIMC is in the process of developing test code sheets for each Written Test in its more recent publications, including this one. These code sheets are explained in Section 8 of the publication mentioned above, and will greatly assist in verifying that the test is a valid instrument for measuring student learning and competency gains. As the test code sheets for programs become available, they will be forwarded to teachers of each program; further publications will include the test code sheets.

Answers (Pink Pages) – **Instructor's Edition only**

This component is designed to assist the instructor in evaluating student performance on Assignment Sheets and Written Tests.

PAGE NUMBERING

Each publication for the Curriculum and Instructional Materials Center is usually assigned a specific abbreviation. **DECA: Learn, Grow, Become** has not been abbreviated. Each unit will be recognized by the unit number in arabic numbers. Each unit in the publication begins with page 1. Each page number gives the component name, book title, unit number, and page number within the unit. Since CIMC publications are loose-leaf, this system of page numbering was recently adopted so that pages from different manuals would not get mixed up. The page number for the Objective Sheet in **Developing Techniques For Learning**, which is unit 6, would look like this:

OBJECTIVE SHEET - **Learn, Grow, Become**
CIMC - 6 - 1

METHODS OF DISSEMINATING MATERIAL

For best results, provide student materials for each student. Student workbooks contain Objective Sheets, Information Sheets, Student Supplements, Transparency Masters, Activity Sheets, Assignment Sheets, and Job Sheets. Written Tests are packaged separately for students, and can be stored until needed. Students should be allowed to take their materials home at the end of the course.

TEACHING METHODS

Keeping students motivated is a challenge. Supplement the objectives by providing the "why," personal experiences, and current information. If you are going to teach the material in a group setting, prepare for the unit by deciding the best way to teach each objective and allow for student input.

If you are going to follow the plan for individualized instruction, provide opportunities that will allow each student to become involved in planning for and being responsible for his or her own education.

BASIC SKILLS IN CURRICULUM

The CIMC has always been mindful of the importance of reinforcement (and sometimes remediation) of students' academic skills as they progress through vocational training, and has always included activities in its materials to enhance and promote use of these skills.

Recent state and federal legislation mandates vigorous basic skills development in vocational education in the wake of demands by industry that workers *must* be academically, as well as technically, competent, given the nature of the highly complex work place. In response, the CIMC has taken the following steps to document that, indeed, the instructional materials *do* combine academic skills training with the vocational training. In addition, concerted efforts have been made to "beef up" or enhance the basic skills instruction already present. Following is a brief description of those processes:

Basic Skills Icons and Enablers

To assist teachers and students in identifying activities that promote basic skills development, the CIMC has implemented a marking system that uses simple graphic symbols, or icons, and a list of specific tasks, or enablers, to identify the basic skill or skills that are called for in each job or assignment sheet.

Each of the nine broad skills areas—reading, writing, mathematics, science, oral communication, interpersonal or relating, creative thinking and problem solving, employability, and social studies—is represented by the icon presented below.

Reading

Science

Creative Thinking/
Problem Solving

Writing

Oral Communication

Employability

Math

Interpersonal or Relating

Social Studies

When an activity involving one of these basic skills is identified, the corresponding icon is placed in the left-hand margin of the job or assignment sheet. The basic skills training is further defined by retrieving the specific, or enabling, skill that is required by consulting a list of over two hundred and fifty enablers that has been compiled and grouped with each general basic skill. This enabling skill is placed directly below the icon.

As an example, an exercise that requires a student to conduct library research would make necessary the use of specific reading comprehension and research and reference skills. The basic skills that the exercise promotes would be depicted in the left-hand margin as follows:

ASSIGNMENT SHEET

PLANNING LIVING SPACE FOR HUMAN NEEDS

1

Name ______________________________ Score __________

OBJECTIVE 10

Define personal territory.

INSTRUCTIONS

Reading Comprehension
- Gain factual information

Functional Reading
- Follow written instructions
- Use content area vocabulary

Language
- Use standard grammar, spelling, and capitalization
- State ideas clearly

- As discussed in Objective 1, each person has an invisible "space bubble" or comfort zone. A comfort zone is the space between oneself and others that brings a feeling of well-being. When one's comfort zone is crowded or invaded, discomfort often results. Therefore, personal territory needs should be a prime consideration when planning living space.
- For each of the following situations, draw your estimated comfort zone around the figures provided.
- Indicate how many inches from your body the comfort zone extends.
- Consider how that comfort zone changes in different situations. Answer the questions that follow.

Instructional Supplement

The supplement is a tool for the instructor to use in helping students apply the basic skills in Assignment Sheets and Job Sheets. Some supplements are appropriate for use with all students; some are for use only with those students who do not understand the academic skills called for in the exercise.

MEASURING STUDENT PERFORMANCE GAINS

When you examine this book, you will notice that separate written pretests are no longer included in the units of instruction. Each CIMC unit now contains only a single Written Test. This test should be used as **both** pretest and posttest by giving it once before students start a unit and again when they have completed the unit.

The reason for using a single instrument as both pretest and posttest is so that direct comparison of each student's competencies before and after instruction can be made accurately. This comparison enables precise calculation, documentation, and evaluation of student **performance gains**.

Accurate performance gains analysis is an important requirement of the new Carl Perkins legislation for vocational education. Teachers can make an important contribution to the performance accountability mandated by the new federal legislation by carrying out accurate performance gains analysis for their students and making this data available to students, parents, and administrators.

This analysis is easy to do and requires only simple calculations and record keeping. Detailed information regarding performance gains analysis is contained in the CIMC publication, *Measuring Learning & Competency Gains: The Pretest/Posttest Approach.* In addition, the CIMC has developed a computer program, CARL, which will perform all necessary calculations and will print out a record form of all information required for gain score analysis. Copies of CARL and the publication are available through your local testing liaison (in Oklahoma) or from the CIMC at 1-800-654-4502.

REQUIRED CRITERIA FOR A COMPETENCY-BASED EDUCATION PROGRAM

Criterion	Discussion	CIMC component meeting criterion
1. Instruction is based on clearly-stated learning objectives that are: a) observable and measurable, and b) communicated in writing to students before instruction begins.	Learning objectives drive CBE. Objectives are the "competencies" that learners must achieve. Each objective must clearly state what *learners* must *do* to demonstrate acquired skill or knowledge. Verbs in learning objectives are active and precise, stating the exact performance expected of learners. The objectives should also specify the standard or level of performance required. Objectives can be at any level of Bloom's Taxonomy and can include the cognitive, psychomotor, and affective domains. Higher-order cognitive skills should be included.	Objective Sheet
2. Instruction is aligned with the stated learning objectives	In CBE, the objectives specify what is taught. "Content" should relate to one or more objectives. The curriculum should cover all objectives with relevant information.	Information Sheet
3. There is a student evaluation system that is: a) criterion-referenced, and b) aligned to the learning objectives and the curriculum.	In CBE, the aim is to bring the performance of *all* learners up to a pre-defined standards and competencies. Learners work on each competency until they achieve "mastery"; the evaluation system should test and record this mastery. Learners can restudy and retest as often as needed. Specific remediation activities should also be available to learners when needed. The evaluation system focuses on what each student has achieved, not on what the instructor has "taught." The "constant" in CBE is student performance; the "variables" are time and resources. (This differs from traditional systems where learners get one chance at mastery; some succeed and some fail. In such systems, time and resources are constant and student achievement is variable.) If an evaluation is criterion-referenced, successful learner performance is defined by (or *referenced* to) mastery of pre-set objectives and standards (or *criteria*): there must be a careful match (or *alignment*) between what the student should master (objectives), what is taught (curriculum), and what is tested. Objectives, curriculum, and evaluation system must all match.	Written Test and Job Sheet/Skill Test

Criterion	Discussion	CIMC component meeting criterion
4. There is an observable management system of cognitive skill practice that provides for, promotes, and documents mastery learning.	For both cognitive and psychomotor skills, a CBE program must have a system of maintaining records of which skills and activities each learner has completed, which ones are in progress, and which ones have not yet been completed. Completion means "mastery"; no skill is completed until the learner has achieved the mastery level. The record system should promote feedback on student skill attainment to *both* instructor and learners, provide for remediation as needed, and encourage reevaluation of learner performance until mastery is achieved. Appropriate remediation strategies often should consider learning styles and other individual differences among learners. Learners should work on skills and activities until they achieve mastery. They should not be "passed on" without mastery. While learners may move ahead and work on other skills (i.e those for which all prerequisite skills have been mastered or those without prerequisites), work should also continue on the skills still requiring mastery. Students should not attempt higher-order skills until all prerequisite skills are mastered.	Assignment Sheet
5. There is an observable management system of psychomotor skill practice that provides for, promotes, and documents mastery learning.		Job Sheet/Skill Test
6. Skill mastery records are maintained for each learner, and learners have access to and make use of these records to monitor their skill acquisition.	Records should clearly indicate the skills each learner has mastered. One such record should profile or list the competencies that have been mastered and those to be mastered. Other performance indicators can be added and kept in a portfolio for each learner. Learners should have ready access to their portfolios to monitor their own progress in skill mastery and competency attainment.	Competency Profile

CORRECTIONS AND SUGGESTIONS

The Curriculum and Instructional Materials Center (CIMC) wants to provide vocational instructors and students with materials that are accurate and effective. Although the CIMC strives to maintain the highest standards of development and production, oversights occasionally do occur. If you find any errors in this or other CIMC publications, or have suggestions for improving their usefulness in vocational programs, please notify the CIMC staff. One easy way of pointing out errors is to make a photocopy of the affected page and to indicate the correction on the copy. Mail this information to the CIMC, where it will be used to correct the publication before the materials are reprinted.

To ensure that the material is updated on a timely basis, notify the CIMC of necessary corrections as soon as possible after discovering the error. Do not assume that someone else will notice the error and inform the CIMC; other users may be making the same assumption. Please send corrections and recommendations for improving this publication to the following address:

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For a free catalog, a list of new publications, or other instructional materials information call 1-800-522-5810, extension 589.

RESALE

Learn, Grow, Become

Instructional Supplement

Reading

Science

Creative Thinking/ Problem Solving

Writing

Oral Communication

Employability

Math

Interpersonal or Relating

Social Studies

READING

Reading Comprehension

- If students have difficulty gaining factual information:
  - Remind students that they probably read for many reasons. One of these reasons is to learn new information. The reason you have for reading helps determine the way you read.
  - Have students discuss the different techniques they use when reading. Lead the discussion so that students realize that, when they read for fun, they may read quickly; they may skim some parts and read others more carefully. Reading for facts requires more care.
  - Suggest that one technique found to be successful includes the following steps:
    - Identify in advance what it is you want to learn. Be certain that before starting to read, you have a clear understanding of what you want to accomplish. It sometimes helps to list the questions to be answered.
    - If the material to be read includes a table of contents, study it to get an understanding of how the material is organized.
    - Scan through the material noting headings, highlighted information, illustrations, etc.
    - Read the material carefully. Take notes or highlight as you read, listing or marking the information you want to learn. Note key words and ideas.
    - Study your notes/highlighted material. Ask yourself if you found all you wanted to learn. If not, read the material again or locate another source for the information.
  - Tell students that they should find a personal technique for reading to learn factual information.
- If students have difficulty drawing conclusions:
  - Remind students that when they analyze a situation, perform a job task, or even discuss a television show or movie, they will often be asked to demonstrate understanding by telling what happened and explaining why it happened.

- ☐ Provide opportunities for students to practice drawing conclusions by describing events, such as a group of people crowded around a table that has a decorated cake with lighted candles on it, and asking them to decide what is happening. Have them explain why they reached that conclusion.

- ☐ Provide opportunities for students to practice drawing conclusions. Present students with descriptions of events, or with photographs or drawings, and ask them to describe what is happening. Ask the student(s) to support each response.

- ☐ Remind students that before they can draw conclusions, they must carefully observe what is happening and think about why it is happening. In more complex situations, it is often a good idea to take notes about possible conclusions as you work.

Research and Reference

- If students have difficulty selecting useful resources:
    - ☐ Review the different types of resources available to students. Have volunteers tell what kind of information can be found in each resource type. Have them discuss the types of projects on which each resource can assist.
    - ☐ Help students learn how to locate each resource in libraries, resource centers, or media centers.

- If students have difficulty locating resources:
    - ☐ Review the different types of resources available to students. Have volunteers tell what kind of information can be found in each resource type. Have them discuss the types of projects on which each resource can assist.
    - ☐ Have students volunteer to tell how they would locate the resources discussed. (Be sure they know how to locate each resource in libraries, resource centers, or media centers.) Discuss the use of the library's card catalog or its computerized location system.

- If students have difficulty using standard references:
    - ☐ Review the purpose(s) of the specific reference work. Give examples of situations and the reference appropriate for each.
    - ☐ Illustrate the proper use of each reference work. Have students practice using each reference in a task-specific situation.

Functional Reading

- If students have difficulty following written instructions:
    - ☐ Discuss the possible consequences of not following instructions precisely.

- ☐ Review the *importance* of following written instructions. Give appropriate scenarios when written instructions are not followed or are not followed completely and correctly.

- ☐ Discuss the *relationship* between the order of written instructions and the appropriate outcome. Emphasize the need to follow written instructions in their proper order. Use examples where the order of instructions in a sequence is critical to the outcome of the task.

- ☐ Explain to students that one of the keys to following written directions successfully is to read the directions completely before actually beginning to follow them. Doing this ensures that you will not be surprised as you work through the steps. It also gives you an opportunity to ask questions about steps you do not understand.

- ☐ Tell students that, after they have read the directions and understand what to do, they should go back to Step 1 and follow the directions step-by-step (without skipping any steps). Remind students that it is important to follow steps in order, even if they think they already know what to do.

- If students have difficulty using content area vocabulary:

  - ☐ Remind students that nearly every occupation or group uses words that have specific, specialized meanings to others in the same occupation or group. Have them name and define some content area, technical, or "slang" words with which they are familiar.

  - ☐ Explain that using content area or technical words makes it easier for people within groups or occupations to communicate ideas accurately. Remind students that often the same word may have a generic meaning to the majority of people, but a very specific meaning within an industry.

  - ☐ Review key terms and concepts, so that students hear, see, write, and say them.

  - ☐ Have students suggest ways to learn the meanings of the vocabulary specific to what they are studying. Provide opportunities for students to practice using the terminology they will need.

- If students have difficulty reading aloud:

  - ☐ Explain the difference between *talking* and *speaking*. Speaking involves using effective verbal skills (such as proper diction, grammar, pronunciation) as well as effective nonverbal skills (such as visible body movements, facial expressions and gestures, and posture) to communicate a message.

  - ☐ Review the phases of communication:

    - ▸ Speaking – Using verbal and nonverbal expression to transmit a message to a receiver for a particular purpose

☑ **NOTE:** The speaker must use effective verbal skills (proper diction, grammar, pronunciation) as well as effective nonverbal skills (visible body movements, facial expressions and gestures, posture) to communicate a message.

- ▸ Listening – Receiving, processing, and evaluating verbal and nonverbal message expressed by sender for a particular purpose

  ☑ **NOTE:** Receiving, processing, and evaluating the speaker's message involves staying alert, resisting distractions, noting nonverbal cues, and concentrating on what the speaker is saying–rally hearing the speaker's message.

☐ Review the elements of proper voice quality when reading aloud: proper pitch, articulation, force, and pronunciation. (Define these elements first.)

WRITING

Language

- If students have difficulty using standard grammar, spelling, and capitalization:

  ☐ Discuss the importance of using standard grammar and correct spelling, punctuation, and capitalization. Include the fact that it is more difficult to read and understand incorrectly-written materials, and that readers will take correctly-written materials more seriously.

  ☐ List common errors in grammar, spelling, punctuation, and capitalization in materials written by your students. Review this list with the class or with individuals.

  ☐ Help students to develop a checklist to use as they write, edit, and proofread. Each student can personalize his or her own checklist by adding the items that present the most problems to him or her. If spelling is a problem, suggest that the student keep a personal dictionary of frequently used or misspelled words.

  ☐ Have students work with partners or in groups and review each others' writing. Allow time for students to discuss the comments with their partners or groups.

  ☐ Suggest that as students write or proofread their own writing, they circle or mark places where they are unsure of the correct grammar, punctuation, capitalization, or spelling. Provide materials (English grammar/mechanics books or style guides) or class time for students to review, revise, or correct their writing.

- If students have difficulty stating ideas clearly:
  - ☐ Remind students to determine in advance the ideas they want to convey and the audience they want to reach. Audience analysis is very important in presenting ideas clearly and appropriately.
  - ☐ State that audience analysis begins early, such as when students are doing their research. They must describe their intended audience and decide how to best present their ideas to that audience. Options for communicating with the audience include written reports, charts, graphs, diagrams, etc. Explain how the audience influences the way in which the information is presented (such as very simple text with pictures, for children; a great deal of background information, for people who know nothing about or very little about the subject; or, little background but more complex information, for experts).
  - ☐ Have students work with a partner or in a small group. Provide time for them to share ideas with each other and make suggestions for making ideas clearer.
  - ☐ Remind students that careful preplanning and the use of correct grammar, spelling, punctuation, and capitalization are especially important if their ideas are to be clearly understood by the intended audience.

Composition

- If students have difficulty using complete sentences:
  - ☐ Remind students that complete sentences should be used in all writing assignments requiring paragraphs. Discuss what makes a group of words a sentence. Have students practice recognizing complete sentences using either exercises from any grammar/language arts text or self-prepared sentence activities.
  - ☐ Have students volunteer to compose complete sentences using words or topics you suggest. Write the sentences on the board. Have other students analyze the sentences to determine if they are complete. If not, have a volunteer rewrite them as complete sentences.
  - ☐ Review the definition of "sentence fragment."
  - ☐ Ask students for the three things needed for a complete sentence: subject, verb, and complete thought.
  - ☐ Create samples of complete sentences and sentence fragments. For each sample, ask students whether each is a complete or fragmented sentence. Ask whether each sample answers the questions "who or what did something?" and "what happened?" For those samples identified as sentence fragments, ask students for one or more ways of completing the sentences. Continue until you are sure that students are comfortable with this method for determining if a sentence is complete.

- ☐ Stress the importance of using complete sentences in all "sentence or paragraph" style writing.

- If students have difficulty developing preliminary outlines:

    - ☐ Remind students that the outline serves as the framework or skeleton for their essay, report, etc.

    - ☐ Tell students that the outline is a starting point. It should be used to help them develop the flow of their project and serve as a guide for the writing that will follow. It does not have to be long or detailed. It should cover the main points to be covered in the essay, report, etc.

- If students have difficulty using topic sentences:

    - ☐ Remind students that paragraphs usually tell about one main idea and that most paragraphs should have a topic sentence that identifies the main idea. Even though the topic sentence is often the first sentence in the paragraph, it does not have to be. However, it should tell readers what they will read about and make them want to continue reading.

    - ☐ Have students volunteer to compose topic sentences using main ideas or topics you suggest. Write the sentences on the board. Have other students analyze the sentences to determine if they are topic sentences. If not, have a volunteer rewrite them.

    - ☐ Stress that writing good topic sentences makes their writing clearer and easier to read and understand. It also can help them keep their thoughts organized.

    - ☐ Review the characteristics of a paragraph: develops one main idea, contains a topic sentence, and is indicated by an indented first sentence.

    - ☐ Review the characteristics of a topic sentence: it usually appears as the first or second sentence in a paragraph, although it may appear in the middle or at the end; it tells the reader what the paragraph is about; and it is developed (expanded) by the other sentences in the paragraph.

    - ☐ Have students practice identifying the topic sentence in sample paragraphs. Ask them to support their choices in each case. (Choose sample paragraphs in advance that have topic sentences in different positions within the paragraph.) For each topic sentence identified, show how the topic sentence is developed by the other sentences in the paragraph.

- If students have difficulty using introductory/closing paragraphs:

    - ☐ Review the purposes of the introductory paragraph: to state what the composition is about, and to create interest. Explain that the introductory paragraph may begin with a question, a direct statement about the topic, or general background information. Discuss samples of introductory paragraphs.

  - Compare the terms "topic sentence" and "thesis statement" in terms of their purposes and positions within the introductory paragraph. Point out that topic sentences are broad, general statements, while the thesis statement is a very specific statement of what the composition is about (the main idea). While the topic sentence may appear in different places in a paragraph, the thesis statement is the last sentence in the introductory paragraph.

  - Review the purpose of the closing paragraph: summarizing what has been said in the body of the composition. Explain that in the closing paragraph, the writer may ask a question, take a stand, present an opinion, or rephrase the main idea (thesis statement). Point out that students should never include new ideas in the closing paragraph. Discuss samples of closing paragraphs.

- If students have difficulty composing reports:

  - List the steps that students should follow when composing a report. These steps should include the following:

    - Identify the topic to be researched.

    - Decide what you must know about the topic. Then, write the questions that, when answered, will tell you what you want to know.

    - Identify sources of information for answering your questions.

    - Take notes, using the sources identified.

    - Write the report from your notes. Write a first draft, then edit and revise the draft by asking if it contains all of the information needed.

    - Proofread the final draft for spelling, grammar, format, and any special requirements.

  - See also the instructional supplements for "Research Skills."

- If students have difficulty composing essays:

  - List the steps that students should follow when writing an essay. These steps should include the following:

    - Identify the topic and the audience.

    - Decide what you must know about the topic. Then, write the questions that, when answered, will tell you what you want to know.

    - Identify sources of information for answering your questions.

    - Take notes, using the sources identified.

    - Write the essay from your notes. Write a first draft, then edit and revise the draft by asking if it contains all of the information needed.

    - Proofread the final draft for spelling, grammar, format, and any special requirements.

    - Make sure that the essay presents ideas clearly for that audience.

- If students have difficulty proofreading and editing:

    - ☐ Remind students that successful writing involves a step-by-step process of planning, composing, revising/editing, and proofreading. Explain that during the editing and proofreading stages, students should revise their first draft so that it says exactly what they want it to say. It is revised for clarity, organization, grammar, spelling, and mechanics. Suggest that, as students read what they have written, they should ask themselves if the reader will know what they are trying to say.

    - ☐ Help students develop a checklist to use while revising, editing, and proofreading. Each student can personalize the checklist by adding the items that present the most problems to him or her. If spelling is a problem, suggest keeping a personal dictionary of frequently used or misspelled words. Remind students to add any problem words to their dictionaries.

    - ☐ Suggest that as students write or proofread their own writing, they circle or mark places where they are unsure of the correct grammar, punctuation, capitalization, or spelling. Provide materials (English grammar/mechanics books or style guides) or class time for the students to use to review, revise, or correct their writing.

    - ☐ Present the standard proofreader's/editor's marks and discuss their use in the workplace. Create exercises for students to practice using these standard marks.

- If students have difficulty constructing graphics and symbols:

    - ☐ Remind students that interpreting a graphic is very similar to reading a page. Each part of the graphic or symbol has a meaning within the art.

    - ☐ Suggest that, when they have a graphic, chart, diagram, or table to interpret, they should carefully study the art and compare it to any similar pieces encountered. They should also study the key or any other information that will help in understanding the graphic.

    - ☐ Review the symbols being used. Discuss the purposes for each symbol. Discuss the importance of memorizing the symbols.

    - ☐ Discuss sample graphics and the purposes for each. Create or locate other examples of graphics and ask students to interpret them.

    - ☐ Explain the importance of correctly interpreting graphics and symbols. Describe possible consequences of incorrect interpretations.

Research

- If students have difficulty taking notes:
    - ☐ Remind students of the importance of note-taking to the preparation of the final product. Explain that, because notes are for the student's own use, students should develop their own note-taking style. It will also be easier to prepare the final product if students take notes in their own words (instead of copying directly from the original source).
    - ☐ Have students volunteer to discuss some of their own note-taking techniques. Suggest that others may wish to experiment with some of these techniques.
- If students have difficulty using note cards:
    - ☐ Distinguish between note cards and reference cards: *Note cards* allow the writer to record all of the information needed to produce a report or essay without making multiple trips to a library or other resource center. *Reference cards* record bibliographic information about the sources used for note cards. (One reference card may be created for a number of note cards.) Describe a scenario involving the use of note cards and reference cards to produce a report or essay.
    - ☐ Identify types of information that can be recorded on *note cards*: direct quotations, paraphrases, summaries, facts and figures, statistics, and others. Define each type, if needed.
    - ☐ Identify types of information to be recorded on *reference cards*: author (first name, last name, middle initial), editor (if there is one), source title and edition, place of publication, name of publisher, date of publication, and other information (such as volume number, etc.).
    - ☐ Provide some basic guidelines for using note cards and reference cards:
        - ▸ Use small, lined index cards (such as 4"X6") in order to limit the amount of information recorded on each card. (Larger cards may not force you to limit your information.)
        - ▸ Determine the types of information required by the audience; conduct audience analysis before beginning research.
        - ▸ On each note card, note only one item of information (one quote, one fact, one paraphrase, one summary, etc.).
        - ▸ On each reference card, write the author, source name and page number. (You may have multiple note cards relating to each reference card.) This information is very important; you must credit the author for any direct quotations, paraphrases, or data used. Follow any required standard for creating bibliographies, such as the Gregg Reference Manual, the APA manual, and others.

    - Use a numbering system to organize note cards and to relate them to reference cards.

Functional Writing

- If students have difficulty completing forms and records:
    - Remind students to first decide what information is being requested. Examine the structure of the forms used. This saves time by identifying the needed information so that time will not be spent on unwanted information.
    - Tell students to plan responses carefully before putting them in a final form. If the responses call for sentence or paragraph information, it is always a good idea to write the response in rough draft form, then edit, proofread, and rewrite the draft in a final form. Stress the importance of accurate, legible records.

MATHEMATICS

Operation and Calculation

- If students have difficulty calculating with whole numbers:
    - Review basic skills in addition, subtraction, multiplication, and division.
    - Review mathematical terminology. (For example, "compare" indicates that you must subtract.)
    - Suggest the use of a calculator to check answers.

Math Application

- If students have difficulty selecting and applying mathematical formulas:

Review basic math formulas and math skills with the class or with individual students as necessary.

Remind students that basic math skills are used daily in such ways as counting change and paying for purchases. Remind them that they use basic mathematical formulas, such as addition and subtraction, to figure their wages and to balance their checkbooks.

Data Analysis and Display

- If students have difficulty collecting/recording data:
    - Suggest that students first decide how the data will be collected and recorded. Explain that it is always best to come prepared with pencil or pen and a preplanned sheet for recording the specific data that will be collected. This preparation allows you to devote careful attention to your work.
    - Stress the importance of accuracy in recording data. Review any appropriate symbols, abbreviations, and other tools.
- If students have trouble constructing graphs:
    - Remind students that graphs are simply visual displays of information.
    - Provide students with examples of graphs and explain what they represent. Use several different types and styles of graphs to give students exposure to the different types available. As a group, have the students construct a simple graph using date such as test scores or daily high and low temperatures.
    - Display samples of different types of graphs in the classroom so the students become familiar with the appearance of a graph.

ORAL COMMUNICATIONS

Oral Presentation

- If students have difficulty making informative presentations:
    - Emphasize the value of carefully plan what students want to say and how they want to say it.
    - Name an audience and a topic. Have students discuss ways to make an informative presentation to the audience about a given topic. Have them think about ways of relating the topic to the audience. Ask them how they would change the presentation if the audience were different.
    - Remind students that visual or audio materials sometimes help make presentations more informative and easier to understand.
- If students have difficulty using good speaking techniques:
    - Demonstrate good speaking techniques: speak in a voice loud enough to be heard, but not loud enough to be offensive.

- ☐ Suggest that students practice before doing the actual presenting. Practicing in front of a mirror helps many presenters.
- ☐ Discuss the importance of knowing their data so that the speech is smooth, without long pauses or frequent "uh's." Remind students to stress important facts by slowing down or speaking louder. It is also good to repeat or summarize important points.

- If students have difficulty selecting/using words effectively:
  - ☐ Remind students that using a variety of words and using specific words makes a speech more interesting and meaningful.
  - ☐ Remind students that words can have different meanings to different people, so they should choose their words carefully.
  - ☐ Ask students to close their eyes and visualize as you say certain words and phrases. Ask them what each word or phrase makes them see or think. Choose a variety of words and phrases, such as gigantic, heroic, waterlogged, enthusiastic crowd, aquamarine water, etc., that will bring vivid images to mind. Tell them that this demonstrates the power of the word.
  - ☐ Remind students of the power of the word and the effect word selection can have on the overall effect of their speech. Have them explain how these different word choices can change the meaning of a sentence. Use sentences such as "The audience at the concert, mostly wild, unruly, teens and gang members, caused a riotous disturbance" or "The audience composed of enthusiastic teens showed their enjoyment by singing and dancing in the aisles.
  - ☐ Tell students that portions of some speeches are quoted long after the initial speech. Ask them to give examples of some famous quotes they remember.
  - ☐ Remind students that choosing the correct words for their speeches can enhance their presentation.
  - ☐ Remind students that a thesaurus is a helpful tool for selecting words.

- If students have difficulty using effective body language:
  - ☐ Remind students that sometimes body language says as much as, or more than, the words used. Have them discuss or demonstrate their knowledge of body language.
  - ☐ Discuss the importance of conveying the appropriate message when making oral presentations. Have a volunteer demonstrate body language that says "I am confident; I know what I'm talking about and should be listened to."
  - ☐ Discuss how body language is used in skits and in mime to convey the appropriate meaning.

- If students have trouble presenting an appropriate appearance:
    - ☐ Remind students that their appearance will have an effect on the overall perception of their presentation and that a professional appearance conveys the message of competence and confidence.
    - ☐ Ask students how they would view a person speaking on "dressing for success" who wore a ragged shirt, dirty jeans, and old tennis shoes.
    - ☐ Remind students that in the business world, they will probably be required to wear professional dress when making presentations.
- If students have difficulty integrating audio and/or visual materials in oral presentations:
    - ☐ Explain that audiovisual materials should support and reinforce the organization and content of an oral report.
    - ☐ Give examples of audiovisual materials and instances in which each could be used effectively.
    - ☐ Review some basic guidelines for using audiovisual materials:
        - ▸ Use the appropriate materials for the purpose.
        - ▸ Be familiar with each item used.
        - ▸ Use audiovisual materials to support and reinforce the organization and content of the report.
        - ▸ Avoid using too many audiovisual materials.
        - ▸ Fit the materials naturally into the presentation.
        - ▸ Prepare high-quality audiovisual materials.

Listening

- If students have difficulty applying active listening skills:
    - ☐ Remind students that they spend much of their time listening to what other people are saying. Ask them if they have ever tried, unsuccessfully, to remember what someone said. Explain that this happens to almost everyone. Ask why they think this happens.
    - ☐ Discuss the importance of listening carefully and attentively to conversations, discussions, and interviews. Explain that students should always have a purpose for listening and should always keep that purpose in mind while listening. Suggest that they take notes or record interviews or discussions that they need or want to remember or use later.

  - Encourage students to become familiar with the subject matter before communication begins.
  - Have students practice listening to and repeating information.
  - Present some helpful guidelines for effective listening, such as being ready to listen, focusing on the speaker, and maintaining eye contact with the speaker.

Interactive Communications

- If students have difficulty applying questioning techniques:
  - Remind students to plan in advance what they want to ask during an interview by deciding what they need to learn from the interview.
  - Explain that it is always good to have a written list of the questions to be asked, so that important questions are not omitted. Give examples of such questions.
- If students have difficulty conducting interviews:
  - Remind students to always either record the interview in detail or take notes, instead of relying on memory.
  - Discuss the importance of being prepared for an interview. Suggest that students always take a written list of questions to ask.
  - Remind students to thank the person being interviewed, after the interview. For additional suggestions, see the section on questioning techniques.

INTERPERSONAL OR RELATING

General Relating

- If students have difficulty participating in group activities:
  - Remind students of the importance of cooperation and compromise when working in groups. Ask them what would happen to their favorite sports team or musical group if one of its members decided not to do his or her share.
  - Discuss possible methods of settling disputes or arguments in groups. Emphasize the importance of listening skills.
  - Give examples of types of groups with which students can expect to interact throughout their personal and professional lives.

- If students have difficulty identifying personal values/attitudes:
    - ☐ Define personal values and attitudes. Give examples of how everyone has beliefs, values, and attitudes that are formed as they grow up, and how these often change as the person encounters new experiences, new friends, new jobs, etc.
    - ☐ Discuss why it is important for each person to identify personal values and attitudes. Remind students that everyone's personal beliefs should be respected. Have volunteers share some of their personal values or attitudes.
    - ☐ Lead discussions on topics to help students think about their beliefs. Do not force students to share personal beliefs. Encourage all students to think about what they believe.

Teamwork/Cooperative

- If students have difficulty identifying values/attitudes:
    - ☐ Define values and attitudes. Give examples of how everyone has beliefs, values, and attitudes that are formed as they grow up, and how these often change as the person encounters new experiences, new friends, new jobs, etc.
    - ☐ Define core values for an *organization*: core values are fundamental ethical, moral, and professional business beliefs. These beliefs should guide business decisions. Explain that core values also form the basis for a firm's desired personnel and corporate *stakeholder* relationships. (Identify "stakeholders" as persons, groups, or organizations having an interest in your organization and its mission. Ask students for examples, such as boards of directors, advisory councils, owners, stockholders, employees, customers, suppliers, regulatory agencies, communities, unions, and taxpayers.)
    - ☐ Discuss why it is important for each person to identify personal values and attitudes. Remind students that everyone's personal beliefs should be respected. Have volunteers share some of their personal values or attitudes.
    - ☐ Lead discussions on topics to help students think about their beliefs. Do not force students to share personal beliefs. Encourage all students to think about what they believe.
- If student have difficulty giving/receiving feedback:
    - ☐ Explain to students that feedback is simply information and the person receiving it can use the information to improve.
    - ☐ Remind students that to improve they need to be aware of their strong and weak points, and they can get this information through feedback.

  - Remind students to give positive feedback to each other. Constructive criticism must be given for feedback to be beneficial. Negative or hurtful comments will not help anyone improve.
  - Explain to students that they will need to be able to receive, as well as give, feedback. It is not always easy to hear what you are doing wrong, but this information can help improve your skills.
  - Remind students that the feedback they give others may apply to them as well. If they listen carefully to others, they may pick up hints and ideas that they can use as well.
  - Give students examples of constructive, positive feedback. For example, if a student uses no gestures while giving a speech, you might say "You might like to use your hands to help emphasize important points" rather than saying "Your speech was rather dull. Why didn't you use some gestures to spice it up?" Tell them that it is good to comment on something done well to balance the areas where improvement is needed. This helps people feel better about themselves.

- If students have difficulty investigating/applying group dynamics:
  - Remind students that there are several roles that seem to appear in most groups. There is usually a leader or a person who takes charge as well as those who are followers.
  - Make sure that students are aware of the roles that are commonly found in groups so they will be able to identify those roles when observing a group at work.
  - Remind students that everyone should have an opportunity to participate in group activities. The leader should keep this in mind and solicit input from the quieter members of the group so all members can feel a part of the group.
  - Go over the information concerning roles found in groups that is presented in the unit on giving presentations. If students are not familiar with the roles, give examples of actions that usually are demonstrated by people in those roles.

- If students have difficulty resolving conflicts:
  - Remind students that resolving conflicts is simply finding solutions to problems. Remind them to consider all sides or points of view and devise the best solution for all parties involved in the conflict or problem.
    - Explain that a lot of time, money, and energy is spent due to conflicts. If solutions can be found and conflicts can be resolved, everyone can benefit.
  - Remind students that resolving conflicts in school or in the workplace is just like resolving conflicts at home or with friends.

- If students have difficulty clarifying goals/objectives:
    - ☐ Remind students that we all need goals and objectives in life to guide us and that in school or in the workplace, these goals give us direction.
    - ☐ Tell students that goals and objectives provide the roadmap and directions for us to follow in our personal lives, in school, and in the workplace.
    - ☐ Tell students that goals should be in written form and should be specific, measurable, and attainable.
    - ☐ Remind students that goals need to be realistic yet should not be too easy to achieve.

- If students have difficulty building consensus:
    - ☐ Define "consensus." State that, if consensus means "general agreement," then consensus is reached when all of the members of a team or group are willing to accept a decision (even if the decision is not an individual's first choice). Explain that consensus has more to do with listening than with talking. Team members with different viewpoints -- those persons to whom the others should listen -- must be identified in order to understand why they are not in agreement. Consensus cannot be reached without considering these different points of view.
    - ☐ Discuss the importance of consensus-building skills to the work of teams. Teams (or groups) must converge on problems, problem causes, best solutions, and other subjects. In addition, consensus must be reached when work is completed, before proceeding.
    - ☐ Present questions to be asked by team members to determine whether consensus is reached. Encourage students to write these questions down for reference:
        - ▸ Does everyone accept this decision?
        - ▸ Are there any differing viewpoints about this decision? (Even if nobody speaks out, the questioner should be alert for non-verbal signs which could signal opposition to the decision.)
        - ▸ Can everyone live with this decision? ("Yes" means that consensus has been reached.)
    - ☐ Discuss ways in which information can be communicated non-verbally, such as through facial expressions, tone of voice, body position, mannerisms, and movements.
    - ☐ Have students demonstrate non-verbal communication using scenarios that you create. Ask those students observing the scenarios to identify what is being communicated.

  - Research and outline for students the steps in using any of the following "tools" for building consensus: list reduction, balance sheets, criteria rating forms, weighted voting, and paired comparisons.

- If student have difficulty generating ideas:

  - Remind students not to automatically rule out ideas that are generated. All ideas have some merit and many "wild" ideas may not be as strange as they first seem. They may also cause someone to come up with other ideas that they might not have thought of otherwise.

  - Explain that during the generation of ideas, you should not try to evaluate the ideas. This step should take place later. As many ideas as possible should be generated before evaluation takes place.

  - Encourage brainstorming activities where students can throw out ideas as fast as they can think of them.

  - If some students are too shy to shout out answers in a brainstorming activity, allow them to write their ideas on slips of paper instead.

  - Tell students to get as creative as possible when generating ideas. You never know what may come up when there are few limitations or restrictions placed on the people generating ideas.

Leadership/Influencing

- If students have difficulty analyzing/applying leadership styles:

  - Review leadership styles so students will be familiar with the types and general characteristics of each style.

  - Present examples of people with different leadership styles and let students give their own examples as well.

- If students have difficulty providing positive coaching:

  - Remind students that we all need to feel good about what we do and that positive coaching can reinforce our strengths.

  - Tell students that positive coaching can include suggestions for improvement if they are presented in a positive manner.

  - For more information on coaching and feedback, see item 6.2.6, Giving/Receiving Feedback. Positive coaching and giving feedback are very similar.

CREATIVE THINKING/PROBLEM SOLVING

Cognitive Activities

- If students have difficulty collecting/recording information:

    - Suggest that they first decide how and where the information will be collected and recorded. It is also very helpful to identify how the information will be used. Explain that it is always best to come prepared with pencil or pen and a preplanned sheet for recording the specific information to be collected. This preparation allows you to devote careful attention to your work.

    - Research and outline for students the steps in using any of the following "tools" for collecting/recording information: brainstorming, brainwriting, checksheets, interviewing, and surveying.

- If students have difficulty identifying critical elements/issues:

    - Instruct students to read or examine their sources carefully, noting key words and ideas.

    - Suggest they list the questions they hope to answer.

- If students have difficulty defining a problem:

    - Suggest they examine their sources carefully to determine the problem.

    - Instruct students to use intuitive thinking techniques (brainstorming) to define a problem. Identify the four basic rules for brainstorming:

        - Encourage wild ideas.

        - Do not evaluate ideas.

        - Hitchhike -- build on the ideas of others.

        - Strive for quantity.

- If students have difficulty identifying underlying causes:

    - Introduce "cause-and-effect analysis." Define it as a systematic tool for looking at effects and the causes that create or contribute to them. State that cause-and-effect analysis can be used (1) to identify and verify factors which are causing a problem, or (2) to identify factors that must appear in a successful solution to a problem (effect).

    - Use the following steps for presenting cause-and-effect analysis:

- Identify the effect to be analyzed. Write it out at one end of a large sheet of paper, or on the chalkboard. (Think of the effect as the head of a fish. Cause-and-effect diagrams are also known as "fishbones," due to their shape, or Ishikawa diagrams, after their inventor.)

- Draw a horizontal line from the effect and across the paper or chalkboard. (This line becomes the "backbone" of the fish.) From this horizontal line, draw four slanting lines connected to the main line, two above and two below. (These lines are the "major bones" of the fish.)

- At the end of each slanting line, write the classifications for the main factors that contribute to the effect: People, Procedures, Equipment, and Environment.

- On each slanting line ("major bone"), ask students to identify the specific factors that may be causing the effect. Write the factors on the appropriate slanting line (People, Procedures, Equipment, or Environment) and parallel to the "backbone." Instruct students to use brainstorming or other method to identify these factors.

- From the specific factors identified, ask students to identify the most significant factor(s). Then, have students gather more information to verify the factor's causal relationship to the effect.

- After students become comfortable recognizing simple cause-and-effect relationships, have them create their own examples.

- If students have difficulty applying a problem-solving model:

  - Tell students that problem-solving models offer a roadmap for working out solutions to a problem. Tell them that the guidelines will direct them through the process of problem solving if used properly.

  - Tell students to look over the model and the steps involved carefully before beginning the process of problem solving. Remind the students that it is always best to assess the situation and the process they will be using before actually beginning the process.

- If students have difficulty analyzing/synthesizing information:

  - Define the terms "analyze" and "synthesize." Compare and contrast their meanings.

  - Remind them that to analyze they must break the information down into all its component parts in order to understand it.

  - Remind them that to synthesize information they should put all the component parts together in a way that makes the information usable.

  - Explain that it is usually necessary to learn about complex items or things by examining their make-up or parts, such as studying body structure by examining each individual system or studying auto mechanics by examining the different automobile systems.

- ☐ Also explain that it is sometimes necessary to then study the whole item or thing by studying how the parts work together to make the whole item work. This examination helps us identify and compare the relationships the parts have with each other.

- ☐ Help the students understand the concepts by asking what they would do if they turned on a light and nothing happened. Lead them to discuss that they would probably first check to see if the light was plugged in or if the bulb was burned out. Plugging it in or replacing the light bulb might make the light come back on.

  - ☐ Then ask the students what they would do if the light still didn't work. Lead them to the conclusion that they should check to see if all the electricity was off. If it is, they will have to think about what they know about the whole electrical system—what are its parts. Identifying the parts of the whole will help them identify the problem.

- If students have difficulty identifying/analyzing underlying assumptions:

  - ☐ Tell students that identifying underlying assumptions is similar to an archeological dig. They must carefully examine materials as they go along, being careful not to overlook small details that may provide clues they need.

  - ☐ Ask students what they assume when they see someone walking on a cloudy day with an open umbrella over their head. What they assume when they see two cars along the roadside and one of the cars is a highway patrol car with its lights on. Are their assumptions necessarily correct? Could the one car be having engine problems as opposed to being stopped for speeding? Remind students that although their assumptions may be based on experience, they may not be correct assumptions. Often things are not as they seem to us.

- If students have difficulty drawing conclusions:

  - ☐ Remind students that when they conduct an experiment, perform a job task, or discuss a subject, they will often be asked to draw conclusions. Give examples of such situations.

  - ☐ Explain that, before conclusions can be drawn, students must first observe carefully what is happening and why it may be happening. Suggest that, with complex experiments, a good set of notes taken while conducting the experiment can help in drawing conclusions.

  - ☐ Have students practice drawing conclusions. When possible, choose situations appropriate for the occupation or subject (such as an actual experiment, etc.). Or, use a general situation using photographs or a videotape without the volume. Ask students to state what is happening in each picture (their conclusion). Have students support their conclusions.

- If students have difficulty predicting results/outcomes:
    - ☐ Remind them to carefully examine what has already happened before deciding what will happen. Explain that they will use what they already know when predicting results or outcomes. To provide practice, ask questions such as what will happen if water is left running in the bathtub. The students might enjoy making up situations for the other students to predict.

- If students have difficulty devising a solution:
    - ☐ Review the critical elements/issues of the problem.
    - ☐ Review the definition of the problem.
    - ☐ Review the goals for solving the problem.
    - ☐ Discuss the alternative they have chosen to solve the problem.

- If students have difficulty creating a finished product:
    - ☐ Have them to go back to the beginning and reidentify what it was they wanted to accomplish. Have them ask themselves how they intended to accomplish this and why it has been difficult to accomplish. Have them decide if their original idea is "do-able" or if they should decide on a new final product that they will be able to complete.
    - ☐ Be sure that the students realize that one of the most important aspects of creating a finished product is the planning of the desired finished product.

- If students have difficulty applying intuitive thinking techniques:
    - ☐ Review and discuss techniques such as brainstorming and brainwriting so the students have a thorough understanding of the processes involved in these techniques.
    - ☐ Have the students practice a technique such as brainstorming with a fun subject such as coming up with themes for a party. Let them get used to using a technique such as this in a non-threatening atmosphere.

- If students have difficulty evaluating results/outcomes:
    - ☐ Help students define what the expected outcome will be before they begin the project. If they have a clear idea of what to expect, they will be more able to evaluate the results.
    - ☐ Help the students establish evaluative criteria on which to base the results of their project. Remind them that they need to establish the guidelines prior to the project in order to get an accurate evaluation.

Job Acquisition/Development

- If students have difficulty practicing good personal presentation:
  - ☐ Remind students that making a good impression will have an impact on all they do in school and in the workplace.
  - ☐ Remind students that their actions as well as their outward appearance has a bearing on their personal presentation.
  - ☐ Refer to the oral communication skills section on presenting an appropriate appearance for more information.

OBJECTIVE SHEET

INTRODUCTION TO DECA

1

INTRODUCTION

DECA is a national organization for students who are enrolled in Marketing Education. You can join a local DECA chapter within your school. DECA offers you the opportunity to develop leadership skills and job skills to be used in the world of work. By being a member of DECA, you will also learn about the free enterprise system which is the basis of our country's economy.

UNIT OBJECTIVE

After completing this unit, you will show the following competencies by mastering the activities on the Assignment Sheets and by scoring at least 85% on the Written Test.

SPECIFIC OBJECTIVES

1. Match terms associated with DECA to their correct definitions.
2. Discuss the origin and development of DECA.
3. List national and state DECA publications.
4. Name the current State Officer Action Team members.
5. Name the current National Officer Action Team members.
6. Match types of DECA membership to their correct descriptions.
7. Explain the colors of DECA.
8. Discuss the four points of the DECA diamond.
9. Describe official DECA dress.
10. Select from a list characteristics of a good DECA chapter meeting.
11. Recite the DECA Creed. (Assignment Sheet 1)
12. Recite the DECA tagline. (Assignment Sheet 2)

SUGGESTED ACTIVITIES

INTRODUCTION TO DECA 1

PREPARATION

- Review the unit and plan your presentation.
- Determine the scope and sequence of objectives you add. Design and develop support materials, including evaluation techniques for additional objectives.
- Review the teaching suggestions and plan classroom activities.
- Determine how you will schedule time for students to demonstrate competence in the required procedures.
- Order materials to supplement the unit.
- Order videos.
- Invite guest speakers.

☞ **NOTE:** Please provide the guest speaker with the specific topic relevant to the unit of instruction ahead of time. You may want to supply the Objective Sheet, Information Sheet, and any other components you want the speaker to cover. Confirm the scheduled appearance two to three days prior to the presentation.

DELIVERY

Objective 1: Match terms associated with DECA to their correct definitions.

- Discuss terms and definitions associated with the DECA organization.
- Explain to your students that DECA is one of seven vocational student organizations available to high school students.
- Use Student Supplement 1 to explain the different vocational student organizations.

Objective 2: Discuss the origin and development of DECA.

- Use the *Chapter Management Guide* to supplement the Information Sheet.

- Have students read the information presented in the guide and give them a short forum-type quiz.

  EXAMPLE: Ask your students what year the national organization was launched, etc.

- Write several questions on the board regarding DECA and have students go to the chalkboard and write the answers.

Objective 3: List national and state DECA publications.

- Pass samples of DECA publications around the classroom so the students have an opportunity to look through each one.

- Provide students with titles and descriptions of all DECA publications.

Objective 4: Name the current State Officer Action Team members.

- Discuss your state's State Officer Action Team. You will need to provide your students with the names of the current officers.

Objective 5: Name the current National Officer Action Team members.

- Use the current list of national officers listed in *Dimensions* to complete the Information Sheet.

Objective 6: Match types of DECA membership to their correct descriptions.

- Ask one or two members from each membership group to visit your class and explain how DECA benefits them in school and/or business.

- Organize an alumni membership drive and allow your new members to participate in the drive.

- Plan a tour of a local business operated by a Professional DECA member and have that member answer questions about the benefits of the organization.

Objective 7: Explain the colors of DECA.
Objective 8: Discuss the four points of the DECA diamond.

- Discuss the DECA colors and DECA emblem.

- Ask students what they think the DECA colors represent.

- Ask students what they think each point of the diamond represents.

Objective 9: Describe official DECA dress.

- Have two local chapter officers (male and female) visit your class wearing the official dress.

- Show students the proper way to wear DECA pins on the blazer.

Objective 10: Select from a list characteristics of a good DECA chapter meeting.

- Have students write one characteristic of a good meeting on the chalkboard. Once all of the characteristics are on the board, discuss each and explain the importance of each characteristic.

- Invite your local chapter president and secretary to visit the class and discuss how they prepare for a chapter meeting.

Objective 11: Recite the DECA Creed.
Objective 12: Recite the DECA Tagline.

- Discuss the meaning of the creed and tagline.

- Have students complete Assignment Sheets 1 and 2.

EVALUATION

Pretest

- Use the unit Written Test for **both** the pretest and posttest. Give the students the pretest before they begin the unit.

- You may wish to use the CIMC publication *Measuring Learning and Competency Gains: The Pretest/Posttest Approach* for instructions and suggestions on giving pretests and using the results. Information for ordering this material is included in the Optional Resources section.

Assignment Sheet

- Evaluate students on Assignment Sheet activities if not previously done. Students must repeat an Assignment Sheet until they have mastered the activity.

Posttest

- After they have completed the unit, give students the Written Test again.
- Explain to the students that they will be asked to demonstrate on the Written Test actions listed in the specific objectives.
- You may wish to use the CIMC publication *Measuring Learning and Competency Gains: The Pretest/Posttest Approach* for instructions and suggestions on giving pretests and using the results. Information for ordering this material is included in the Optional Resources section.
- Reteach and retest as necessary to meet individual student needs and state standards for student learning and competency gains.
- Review individual and group performance to evaluate teaching effectiveness. Adjust scope, sequence, or instructional methods for additional lessons as required.

OPTIONAL RESOURCES

Publications

- *Chapter Management Guide*. Reston Va: DECA Related Materials.
- *Dimensions*. Reston, Va: DECA Related Materials.

  ☑ **NOTE:** Materials can be ordered from DECA Related Materials, 1908 Association Drive, Reston, VA 22091.

- *Measuring Learning and Competency Gains: The Pretest/Posttest Approach.* Stillwater, OK: CIMC, Oklahoma Department of Vocational and Technical Education, 1992. For ordering information call 800-522-5810.

Videos

- *DECA - More Than You Can Imagine.* DECA Related Materials: Reston, VA.

UNIT REFERENCES

- Nelson, Frank W. *Distributive Education II.* Stillwater, OK: Oklahoma Department of Vocational and Technical Education, Curriculum and Instructional Materials Center, 1976.
- Patton, Bob, Greg Pierce, and Joyce Sawatzky. *VICA: Learn, Grow, Become.* Stillwater, OK: Oklahoma Department of Vocational and Technical Education, 1984.

INFORMATION SHEET	INTRODUCTION TO DECA	1

OBJECTIVE 1

Match terms associated with DECA to their correct definitions.

- **Congressional Advisory Board (CAB)** – board made up of congressmen who actively support DECA
- **DECA** – organization for students enrolled in the marketing education (ME) program
- **DECA, Inc.** – governing body of DECA made up of ME state supervisors or designees from each state association
- **DECA, Inc. Board of Directors** – committee which sets policies for DECA; consists of eight voting members
- **DECA Foundation** – organization established to provide funds for national scholarship awards
- **National Advisory Board** – advisory committee for the board of directors; made up of representatives from companies which contribute financial support to DECA
- **state advisor** – person responsible for DECA activities in the state
- **vocational student organizations** – organizations for students enrolled in specific vocational areas which promote leadership skills, personal growth, and the development of career related skills and behaviors

  EXAMPLES: DECA, FBLA/PBL, FFA, FHA/HERO, HOSA, TSA, VICA

- **voting delegate** – person who represents the chapter or state association in handling business and electing officers during state and national conferences

OBJECTIVE 2

Discuss the origin and development of DECA.

- The need for distributive education training was met by the passage of the George Deen Act in 1937.

- After passage of the act, student organizations to develop leadership and promote careers began to spring up under many different names.

- The first national DECA conference was held in 1946 in Memphis, Tennessee.

- DECA chapters may be found in all fifty states, Washington, D.C., the Marinia Islands, Puerto Rico, the Virgin Islands, and Canada.

- DECA has a total membership of over 150,000 members.

OBJECTIVE 3

List national and state DECA publications.

National Publications

- ***Chapter Management Guide*** – a complete reference of all national-level DECA activities and competitive events; includes organizational suggestions for local chapters and state associations

- ***DECA Images*** – supply catalog of all DECA membership items, awards, pins, etc.

- ***DECA Guide*** – national DECA publication that includes DECA related services (information on scholarships, National Advisory Board Members, and mini-conferences), national competitive events, and the DECA Related Materials Catalog

- ***Dimensions*** (formerly called the *DECA Distributor*) – national magazine published four times a year

State Publications

☞ **NOTE:** The titles of state publications are available from your instructor.

1. ______________________________________

____

2. ______________________________________

____

OBJECTIVE 4

Name the current State Officer Action Team members.

☞ **NOTE:** The names of state officer action team members are available from your instructor.

a. President ______________________________

b. Vice President ______________________________

c. Secretary ______________________________

d. Treasurer ______________________________

e. Historian ______________________________

f. Reporter ______________________________

g. Parliamentarian ______________________________

h. Chaplain ______________________________

i. State Advisor ______________________________

OBJECTIVE 5

Name the current National Officer Action Team members.

☞ **NOTE:** The names of current national officers are listed in *Dimensions*.

a. President ______________________________

b. Regional Vice Presidents

    1. Southern Region Vice President

       ____

    2. Western Region Vice President

       ____

    3. Central Region Vice President

       ____

    4. North Atlantic Region Vice President

       ____

OBJECTIVE 6

Match types of DECA membership to their correct definitions.

- **high school** – high school students enrolled in marketing education (ME) programs
- **Delta Epsilon Chi** – students enrolled in middle management programs in junior or community colleges
- **collegiate** – students majoring in marketing education and/or alumni enrolled in a college or university with an ME teacher education program
- **alumni** – organization of graduates from the high school, junior collegiate, and/or collegiate divisions who wish to continue their interest in and support of ME and DECA
- **professional** – organization of teachers, business people, parents, and other interested people who support ME and DECA

OBJECTIVE 7

Explain the colors of DECA.

- **Blue** – suggests sincerity and genuineness
- **Gold** – suggests the crowning success which comes to one who lives usefully and wisely

OBJECTIVE 8

Discuss the four parts of the DECA diamond.

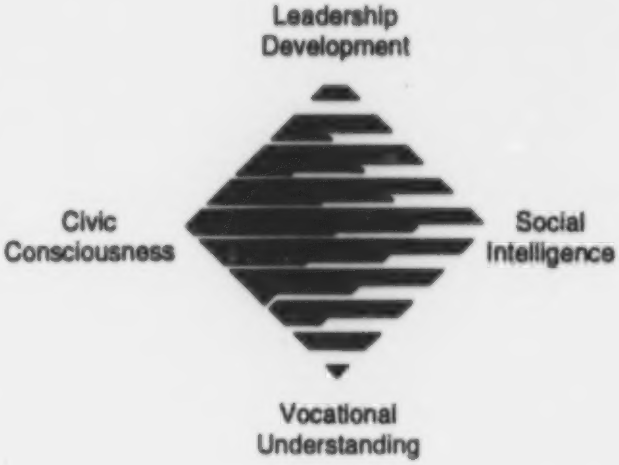
The DECA emblem is the symbol of the organization. The diamond shape seen in the emblem signifies the meaning of the organization.

DECA

An Association of Marketing Students

Used with permission of DECA

Each point on the diamond stands for a different aspect of DECA membership.


Leadership Development
Civic Consciousness
Social Intelligence
Vocational Understanding

Used with permission of DECA

- **Leadership Development** – Each DECA member has an opportunity to assume responsibility as a leader and a follower.
- **Civic Consciousness** – Each student recognizes the responsibility to his or her community.
- **Social Intelligence** – Each DECA member has the opportunity to develop socially.
- **Vocational Understanding** – The marketing education graduate is prepared to take his or her place in the business world.

OBJECTIVE 9

Describe official DECA dress.

DECA blazer

- Consists of a navy blue coat with the DECA emblem on the left breast pocket
- Should be worn proudly with the appropriate clothing
- Must not be worn if the member is smoking

Membership pins

- Consist of the DECA emblem which may have officer and/or year guards attached
- Should be worn on the left lapel and with no other pins
- Guards should be attached to the left of the membership pin

OBJECTIVE 10

Select from a list characteristics of a good DECA chapter meeting.

- Advanced planning and practice by the executive committee

  ☞ **NOTE:** It is suggested that an agenda be prepared prior to the meeting.

- Seating arranged so everyone can see the program
- Following the order of business
- Business conducted according to parliamentary procedure
- Preparation of written and oral committee, secretary's, and treasurer's reports
- Beginning and ending on time
- Moving along with "snap" to prevent boredom and wasted time
- All members expressing appreciation to guests for their attendance
- All members being involved in at least one committee
- Proceeding with minimum participation by the advisor(s)
- All members helping with any clean-up duties

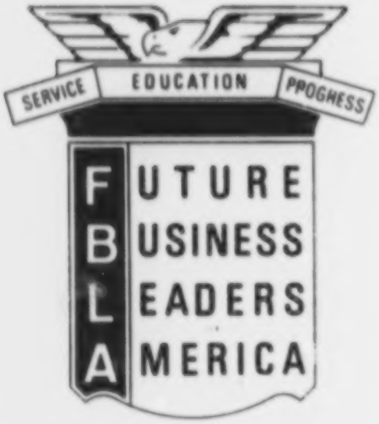
OBJECTIVES
11 AND 12

Complete Assignment Sheets 1 and 2.

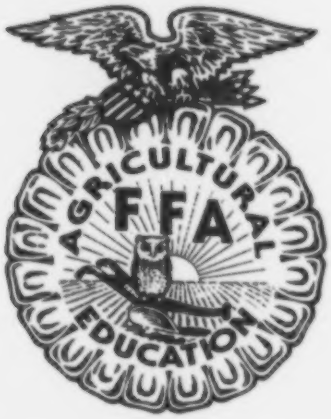
VOCATIONAL STUDENT ORGANIZATIONS

- **FBLA-PBL** – Future Business Leaders of America-Phi Beta Lambda; primarily for students who are enrolled or who have been enrolled in Business and Office Education
- **FHA/HERO** – Future Homemakers of America/Home Economics Related Occupations; for students who are enrolled in Home Economics programs
- **FFA** - for students who are enrolled in Vocational Agriculture programs
- **HOSA** – Health Occupations Students of America; for students enrolled in Health Occupations programs
- **TSA** – Technology Student Association; for students enrolled in Technology Education programs
- **VICA** – Vocational Industrial Clubs of America; for students enrolled in Trade and Industrial programs

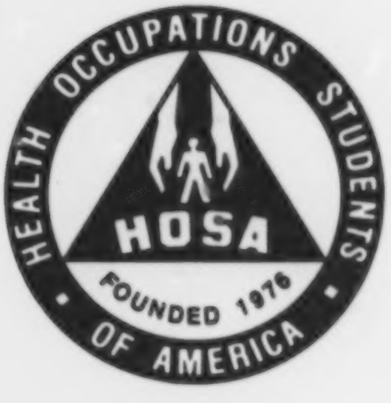
Vocational Student Organization Emblems


SERVICE
EDUCATION
PROGRESS
FUTURE
BUSINESS
LEADERS
AMERICA

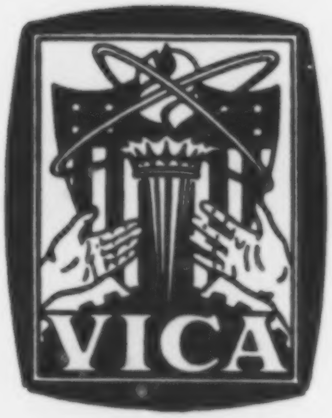
FBLA


AGRICULTURAL
FFA
EDUCATION

FFA


HEALTH OCCUPATIONS STUDENTS OF AMERICA
HOSA
FOUNDED 1976

HOSA

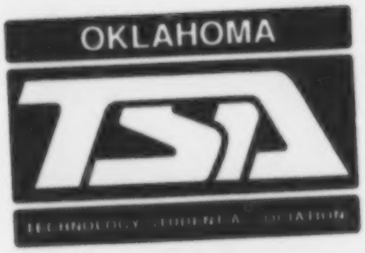


VICA

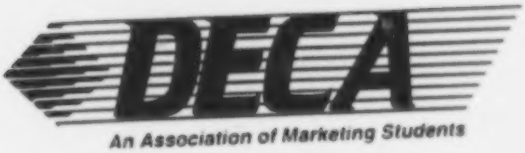
May be photocopied for student use.

Vocational Student Organization Emblems

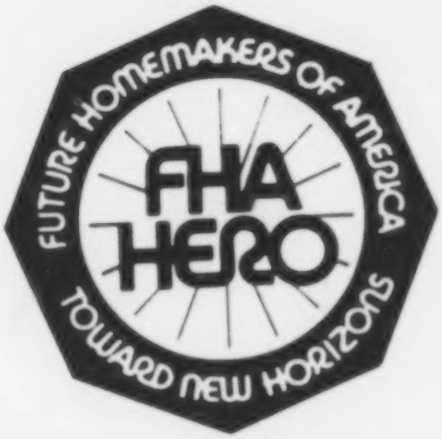
(Continued)


OKLAHOMA
TSA
TECHNOLOGY STUDENT ASSOCIATION

TSA


DECA
An Association of Marketing Students

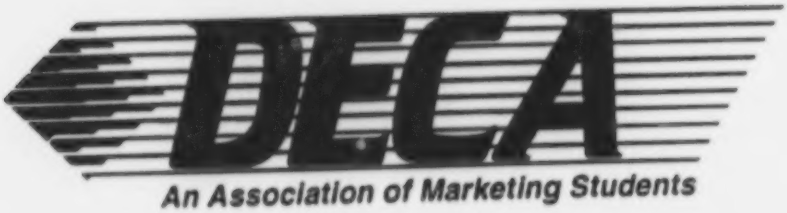
DECA


FUTURE HOMEMAKERS OF AMERICA
FHA
HERO
TOWARD NEW HORIZONS

FHA/HERO

May be photocopied for student use.

The DECA Emblem


DECA
An Association of Marketing Students

May be photocopied for student use.

ASSIGNMENT SHEET 1

INTRODUCTION TO DECA

OBJECTIVE 11 **Recite the DECA Creed.**

DIRECTIONS

Oral Presentation
- Use good speaking techniques

Listening
- Apply active listening skills

Interactive Communications
- Work effectively in a group

Teamwork/Cooperative
- Give/receive feedback

Leadership/Influencing
- Provide positive coaching

- Break into groups and practice reciting the DECA Creed to each other. Practice until you feel comfortable reciting the creed without having to read it from the page. Use this exercise to help you with public speaking skills. Offer feedback and ideas for improvement to each other concerning speaking skills.

- Within your group, discuss what the creed means to you personally and what it means to your chapter.

DECA Creed

I believe in the future which I am planning for myself in the field of marketing and management and in the opportunities which my vocation offers.

I believe in fulfilling the highest measure of service to my vocation, my fellow beings, my country, and my God--that by doing so, I will be rewarded with personal satisfaction and material wealth.

I believe in the democratic philosophies of private enterprise and competition and in the freedoms of this nation--that these philosophies allow for the fullest development of my individual abilities.

I believe that by doing my best to live according to these high principles, I will be of greater service both to myself and to mankind.

OBJECTIVE 12

Recite the DECA Tagline.

DIRECTIONS

- Break into groups and practice reciting the DECA Tagline to each other. Practice until you feel comfortable reciting the tagline without having to read it from the page.
- Within your group, discuss what the tagline means to you personally and what it means to your chapter.

DECA Tagline

Developing Future Leaders for Marketing and Management

Oral Presentation
- Use good speaking techniques

Listening
- Apply active listening skills

Interactive Communications
- Work effectively in a group

WRITTEN TEST

INTRODUCTION TO DECA

1

Name ______________________________ Score __________

OBJECTIVE 1

Match terms associated with DECA to their correct definitions. Write the correct letters in the blanks.

a. DECA
b. DECA Foundation
c. voting delegate
d. National Advisory Board
e. Congressional Advisory Board (CAB)
f. state advisor
g. DECA, Inc.
h. DECA, Inc. Board of Directors
i. vocational student organizations

____ 1. Organization established to provide funds for national scholarship awards

____ 2. Advisory committee for the board of directors; made up of representatives from companies which contribute financial support to DECA

____ 3. Committee which sets policies for DECA consists of eight voting members

____ 4. Governing body of DECA made up of ME state supervisors or designees from each state association

____ 5. Person who represents the chapter or state association in handling business and electing officers during state and national conferences

____ 6. Person responsible for DECA activities in the state

____ 7. Organization for students enrolled in the marketing education (ME) program

____ 8. Board made up of congressmen who actively support DECA

____ 9. Organizations for students enrolled in specific vocational areas which promote leadership skills, personal growth, and the development of career related skills and behaviors

May be photocopied for student use.

OBJECTIVE 2

Discuss the origin and development of DECA. Write a short paragraph about the origin and development of DECA in the space provided.

____

____

____

____

____

____

____

____

____

____

____

____

OBJECTIVE 3

List national and state DECA publications. List four national and two state publications in the blanks below.

National

1. ____
2. ____
3. ____
4. ____

State

1. ____
2. ____

May be photocopied for student use.

OBJECTIVE 4

Name the current State Officer Action Team members. Write your answers in the space provided.

a. President ______________________________

b. Vice President ______________________________

c. Secretary ______________________________

d. Treasurer ______________________________

e. Historian ______________________________

f. Reporter ______________________________

g. Parliamentarian ______________________________

h. Chaplain ______________________________

i. State Advisor ______________________________

OBJECTIVE 5

Name the current National Officer Action Team members. Write your answers in the space provided.

a. President ______________________________

b. Regional Vice Presidents

    1. Southern Region Vice President

    ____

    2. Western Region Vice President

    ____

    3. Central Region Vice President

    ____

    4. North Atlantic Region Vice President

    ____

May be photocopied for student use.

OBJECTIVE 6

Match types of DECA membership to their correct descriptions. Write the correct letters in the blanks.

a. high school
b. professional
c. alumni
d. collegiate
e. Delta Epsilon Chi

____ 1. Students enrolled in middle management programs in junior or community colleges

____ 2. Students majoring in marketing education and/or alumni enrolled in a college or university with an ME teacher education program

____ 3. High school students enrolled in marketing education (ME) programs

____ 4. Organization of graduates from the high school, junior collegiate, and/or collegiate divisions who wish to continue their interests in and support of ME and DECA

____ 5. Organization of teachers, business people, parents, and other interested people who support ME and DECA

OBJECTIVE 7

Explain the colors of DECA. Write you answer in the space provided.

Blue ____________________

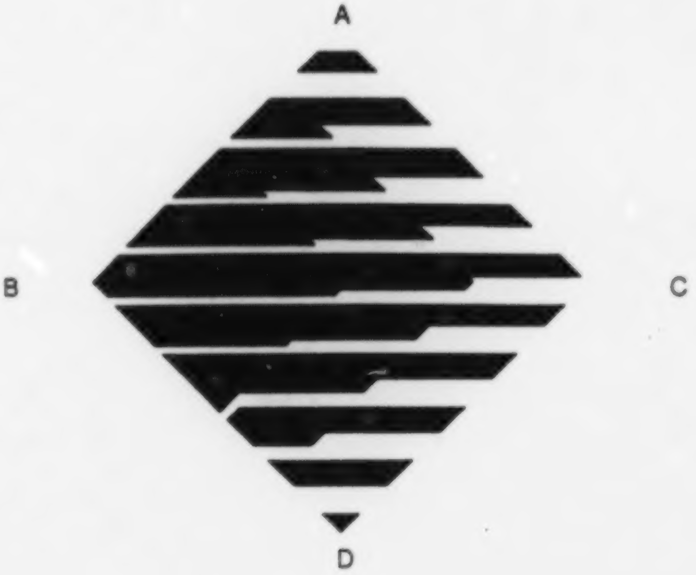
____

Gold ____________________

____

May be photocopied for student use.

OBJECTIVE 8 **Discuss the four points of the DECA diamond.**



State the name and meaning of each point of the DECA diamond.

A. ____

____

B. ____

____

C. ____

____

D. ____

____

May be photocopied for student use.

OBJECTIVE 9

Describe official DECA dress. Write you answers in the space provided.

DECA blazer ______________________________

____

____

____

____

Membership pins ___________________________

____

____

____

____

OBJECTIVE 10

Select from a list characteristics of a good DECA chapter meeting. Write an "X" in front of the correct answers.

____ 1. Advanced planning and practice by the executive committee

____ 2. Seating arranged so only the officers can see the program

____ 3. Following the order of business

____ 4. Business conducted according to the president's procedures

____ 5. Preparation of only written committee, secretary's, and treasurer's reports

____ 6. Beginning fifteen minutes late so latecomers don't miss anything

____ 7. Moving along with "snap" to prevent boredom and wasted time

____ 8. All members expressing appreciation to guests for their attendance

May be photocopied for student use.

____ 9. The same members being involved in all committees

____ 10. Proceeding with maximum participation by the advisor(s)

____ 11. Proceeding with minimum participation by the advisor(s)

____ 12. Business conducted according to parliamentary procedure

____ 13. All members helping with any clean-up duties

____ 14. Beginning and ending on time

OBJECTIVE 11 Evaluated on Assignment Sheet 1.

OBJECTIVE 12 Evaluated on Assignment Sheet 2.

May be photocopied for student use.

ASSIGNMENT SHEETS

OBJECTIVE 11

Assignment Sheet 1

Students should be able to recite the DECA Creed from memory. Interactive skills should be evaluated to the instructor's satisfaction.

OBJECTIVE 12

Assignment Sheet 2

Students should be able to recite the DECA tagline from memory.

WRITTEN TEST

OBJECTIVE 1

1. b
2. d
3. h
4. g
5. c
6. f
7. a
8. e
9. i

OBJECTIVE 2

Answer should include the following:

- The need for distributive education training was met by the passage of the George Deen Act in 1937.
- After passage of the act, student organizations to develop leadership and promote careers began to spring up under many different names.
- The first national DECA conference was held in 1946 in Memphis, Tennessee.
- DECA chapters may be found in all fifty states, Washington D.C., the Marinia Islands, Puerto Rico, the Virgin Islands, and Canada.

- DECA has a total membership of over 150,000 members.

OBJECTIVE 3

Answer should include the following publications:

National Publications

Chapter Management Guide

DECA Images

DECA Guide

Dimensions

State Publications

To be evaluated to the instructor's satisfaction

OBJECTIVE 4

To be evaluated to the instructor's satisfaction.

OBJECTIVE 5

To be evaluated to the instructor's satisfaction.

OBJECTIVE 6

1. e
2. d
3. a
4. c
5. b

OBJECTIVE 7

Blue – suggests sincerity and genuineness

Gold – suggests the crowning success which comes to one who lives usefully and wisely

OBJECTIVE 8

A. **Leadership Development** – Each DECA member has an opportunity to assume responsibility as a leader and a follower.

B. **Civic Consciousness** – Each student recognizes the responsibility to his or her community.

C. **Social Intelligence** – Each DECA member has the opportunity to develop socially.

D. **Vocational Understanding** – The marketing education graduate is prepared to take his or her place in the business world.

OBJECTIVE 9	**DECA blazer:** Consists of a navy blue coat with the DECA emblem on the left breast pocket Should be worn proudly with the appropriate clothing Must not be worn if the member is smoking **Membership pins:** Consist of the DECA emblem which may have officer and/or year guards attached Should be worn on the left lapel and with no other pins Guards should be attached to the left of the membership pin
OBJECTIVE 10	1, 3, 7, 8, 11, 12, 13, 14
OBJECTIVES 11-12	Evaluated on Assignment Sheets 1 and 2.

OBJECTIVE SHEET

DECA ACTIVITIES

2

INTRODUCTION

Many activities take place within a DECA chapter. Officers are nominated and elected to lead the chapter during the year, committees are set up to handle projects, a program of work is developed to provide guidelines for chapter activities, and the opportunity for competition exists for members attending DECA conferences. These DECA chapter activities allow members to grow as individuals and to interact with other members as a team. This unit covers many of the activities available to DECA chapter members.

UNIT OBJECTIVE

After completing this unit, you will show the following competencies by mastering the activities on the Assignment Sheets and by scoring at least 85% on the Written Test.

SPECIFIC OBJECTIVES

1. Match terms associated with DECA chapter activities to their correct definitions.
2. Discuss nomination procedures.
3. Match chapter offices to their correct duties.
4. Arrange in order steps in the election process.
5. State the primary purposes of committees.
6. Match common types of committees to their lengths of service.
7. Arrange in order the steps in setting up committees.
8. List goals of the high school division of DECA.
9. Select from a list considerations for selecting meaningful activities for a chapter calendar.
10. Discuss DECA conferences available to members.
11. List competitive DECA events.

12. Participate in an installation ceremony. (Assignment Sheet 1)
13. Participate in an initiation ceremony. (Assignment Sheet 2)
14. Prepare a DECA program of work for an entire school year. (Assignment Sheet 3)

SUGGESTED ACTIVITIES

DECA ACTIVITIES

2

PREPARATION

- Review the unit and plan your presentation.
- Determine the scope and sequence of objectives you add. Design and develop support materials, including evaluation techniques for additional objectives.
- Review the teaching suggestions and plan classroom activities.
- Determine how you will schedule time for students to demonstrate competence in the required procedures.
- Order materials to supplement the unit.

  ☞ **NOTE:** This unit is intended to be supplemented with the *DECA Guide* and *A Program of Action for DECA Activities*.

  The *DECA Guide* and *A Program of Action for DECA Activities* are available from DECA Related Materials, 1908 Association Drive, Reston, VA 22091.

- Order videos.
- Explain that setting up a chapter, electing officers, and establishing committees provides the foundation of the DECA program of work. Invite a former officer or member to explain how the program of work provides some of the best opportunities for learning by doing and helps pull students together. Have the speaker also explain how a program of work creates a positive atmosphere in which students learn how to accept responsibility, work as a team, manage a budget, and handle success.
- Point out that before calendar planning starts, DECA members must elect officers so that the president may appoint committees and determine the goals and interests of individuals and of the chapter itself.
- Discuss information and assignment sheets.

- Invite guest speakers.

  ☑ **NOTE:** Please provide the guest speaker with the specific topic relevant to the unit of instruction ahead of time. You may want to supply the Objective Sheet, Information Sheets, and any other components you want the speaker to cover. Confirm the scheduled appearance two to three days prior to the presentation.

DELIVERY

Objective 1: Match terms associated with DECA chapter activities to their correct definitions.

- Explain that terms appearing in Objective 1 of the Information Sheet are essential to the basic understanding of the unit.
- Show a least one example of an agenda.
- Display parliamentary procedure reference books.

Objective 2: Discuss nomination procedures.

- Assist the election committee in selecting a nomination procedure.

Objective 3: Match chapter offices to their correct duties.

- Explain that good officers assure that what the local DECA chapter decides gets done. Use the Information Sheets to point out specific responsibilities of each officer. Stress that commitment to the duties of each office is essential.

  ☑ **NOTE:** The DECA constitution lists eight officers and describes their duties, but a single team may be able to function with fewer officers. If the chapter is large, it may be advantageous to elect additional officers. Assist students in selecting the offices that will best serve the local need.

Objective 4: Arrange in order steps in the election process.

- Review the steps in the election process using the Information Sheet. Help students become enthusiastic enough to start the election process.
- Help students discuss qualities of good leaders. Sometimes the best way to get this type of discussion going is to talk about what makes a bad leader.

- Arrange a presentation that will not only make students want to run for office, but will also make them believe that they can succeed. A guest speaker could help. A former DECA member, a dynamic leader from a trade association, a local politician or civic leader, or a member of your advisory committee might agree to talk to your students.

- Review the procedures for nominations, campaigns, election, and installation of officers. Use the Information Sheet, and Assignment Sheets 1 and 2 to review procedures.

  ☑ **NOTE:** Inquire about school regulations involving campaigns before discussing them with students.

- Assist students in preparing for balloting.

- Allow ample time for preparation of ballots if the ballot method is used.

  ☑ **NOTE:** The ballot method ensures absolute freedom and privacy for each voter to vote his or her conscience without regard to group pressure. Use of this method means that paper ballots must be printed.

- Allow a hand or voice vote if the election committee has decided to take nominations from the floor since there will be no time to print ballots. This method can result in a loss of confidence by candidates who do not do well. A variation of this method, in which one officer is elected at a time, allows runners-up to run for other offices.

- Recruit an impartial outsider to tally the votes. Counting should be done immediately, and results should be announced as soon as possible. the announcer should be prepared to congratulate winners and runners-up for their effort. Avoid announcing actual vote count. Put runners-up to work on committees to maintain their interest in the club and to use their demonstrated abilities.

- Make officer installation a highlight of the election. Invite parents, administrators, advisory committee members, media, and so on. Choose a place large enough and comfortable enough for all members and guests. The ceremony is a serious one and should be carried out with dignity. Make sure that the installation ceremony is held within a week of the election.

Objective 5: State the primary purposes of committees.
Objective 6: Match common types of committees to their lengths of service.
Objective 7: Arrange in order the steps in setting up committees.

- Help students realize what committees are and why they are essential to an active DECA chapter.

  ☞ **NOTE:** As an advisor, you should bear in mind that the committee's function is to produce a list of suggested activities, not to make a final decision as to which activities the chapter as a whole will elect to carry out. You should also stress the importance of quality, not quantity. The number of activities each committee plans is not nearly as important as the lessons learned from each activity that is carried out successfully.

- Help students see how a committee resembles a miniature chapter. A committee holds regularly scheduled meetings, follows an agenda, has a chairperson who functions like a president, and has members who participate as they would in a chapter meeting.

- Help students understand why committees are needed to carry out a balanced program of work.

  ☞ **NOTE:** Remember that there are four basic ways your chapter can carry out a program of work. They are to:

  ☐ Let you do all the work – This option may sound ridiculous, but when chapter members do not understand how to use committees, they may get frustrated and call on you for assistance. It is sometimes a temptation for you to step in and make decisions for the group rather than to guide your students to make their own decisions. The result, of course, is that your students are deprived of important learning experiences. Also, it is pretty obvious that if one person could do all the work, there would be no reasons to have a chapter in the first place.

  ☐ Let officers do all the work – Your chapter members should understand that the officers are not the workhorses. No team relies on the team captain to win the game while team members sit on the sideline. There are simply not enough hours in the day for five or six officers to plan, carry out, and evaluate all of the chapter's activities, in addition to holding chapter meetings, attending school, learning a job skill, doing homework, and perhaps holding down a job. A major point in the chapter program (and in the work place) is that people need to work together.

  - Do the work as a group – At first glance, this option may appear to be the most democratic. If a chapter's goal is total student involvement, everyone should have a chance to offer some ideas at the chapter's business meetings. In reality, however, the meetings would be overburdened with details of planning, and most of the activities would never get off the drawing board if everything was done by the entire group.

  - Divide the workload into manageable portions and let committees handle it – Committees are, by process of elimination, the best workable solution to the problem of getting things done, instead of getting them thought about.

- Introduce the basic types of committees, how they are set up and chapter activity areas. Remind chapter members that the chapter president is ultimately responsible for naming the committee chairpersons. Before the president makes the appointments, however, the chapter executive council should meet to discuss chapter needs and directions, and determine whether any committees need to be eliminated or added.

Objective 8: List goals of the high school division of DECA.

- Discuss what students want to achieve through DECA.

- Invite former students to talk with the class about what DECA did for them and how DECA affected their career choices.

Objective 9: Select from a list considerations for selecting meaningful activities for a chapter calendar.

- Reemphasize that the chapter calendar is the heartbeat of DECA. Point out that the program of work is what the chapter is going to do during the school year and that the chapter will provide opportunities for participation in a variety of activities based on members' interests.

- Use the Program of Action for DECA Activities packet to supplement this section.

Objective 10: Discuss DECA conferences available to members.

- Start making scrapbooks of photographs, programs, etc., from DECA conferences. Let students look at them to see what goes on during a conference.
- Talk with students about the different activities that take place during DECA conferences.
- Invite former students to talk about their experiences at DECA conferences.

Objective 11: List competitive DECA events.

- Relate competitive events to real-life job situations.
- Invite past competitors to speak to class about their competition experiences and how competition was beneficial to them.

Objective 12: Participate in an installation ceremony.
Objective 13: Participate in an initiation ceremony.

- Divide the class into groups for practice. Each person should be allowed to perform in any or all of the positions. This is an excellent method for determining which students are best suited to serve on the team for district competition.
- Encourage students to memorize parts and to practice voice quality and movement in front of a friend or a mirror. Explain to students that they may feel foolish practicing in front of a mirror, but if they are serious about improvement, this method works.
- Use a different group of students each time you have to present the ceremonies in your chapter or section meeting. Do this until all DECA members have had an opportunity to perform.
- Schedule ceremonies competition between members in each training program in your school. Select teams, schedule competition between the teams, and give awards to the winners.
- Invite officers from another DECA chapter to conduct an initiation ceremony for new members.

Objective 14: Prepare a DECA program of work for an entire school year.

- Reemphasize that the chapter program of work is the heartbeat of DECA. It is a calendar of events outlining activities for the year. Point out that the program of work is what the chapter is going to do during the school year and the chapter will provide opportunities for participation in a variety of activities based on members' interests.
- Use the Program of Action for DECA Activities packet to supplement this section.

EVALUATION

Pretest

- Use the unit Written Test for **both** the pretest and posttest. Give the students the pretest before they begin the unit.
- You may wish to use the CIMC publication *Measuring Learning and Competency Gains: The Pretest/Posttest Approach* for instructions and suggestions on giving pretests and using the results. Information for ordering this material is included in the Optional Resources section.

Assignment Sheet

- Evaluate students on Assignment Sheet activities if not previously done. Students must repeat an Assignment Sheet until they have mastered the activity.

Posttest

- After they have completed the unit, give students the Written Test again.
- Explain to the students that they will be asked to demonstrate on the Written Test actions listed in the specific objectives.
- You may wish to use the CIMC publication *Measuring Learning and Competency Gains: The Pretest/Posttest Approach* for instructions and suggestions on giving pretests and using the results. Information for ordering this material is included in the Optional Resources section.
- Reteach and retest as necessary to meet individual student needs and state standards for student learning and competency gains.

- Review individual and group performance to evaluate teaching effectiveness. Adjust scope, sequence, or instructional methods for additional lessons as required.

OPTIONAL RESOURCES

- *Measuring Learning and Competency Gains: The Pretest/Posttest Approach.* Stillwater, OK: CIMC, Oklahoma Department of Vocational and Technical Education, 1992. For ordering information call 800-522-5810.
- *Stand Out From the Crowd.* This video covers how to get the media attention your chapter needs and deserves. It is available to Oklahoma teachers on a free loan basis from the Oklahoma Department of Vocational and Technical Education, Resource Center, ATTN: Instructional Media Specialist, 1500 West Seventh, Stillwater, OK 74074. (Color, VHS, 10 minutes)

UNIT REFERENCES

- Patton, Bob, et al. *VICA: Learn, Grow, Become.* Stillwater, OK: Oklahoma Department of Vocational and Technical Education, Curriculum and Instructional Materials Center, 1984.
- Foley, Bob. *DE/Marketing, Teacher-Coordinator's Leadership Development Guide.* Stillwater, OK: Oklahoma Department of Vocational and Technical Education, Curriculum and Instructional Materials Center, 1982.

INFORMATION SHEET

DECA ACTIVITIES

2

OBJECTIVE 1

Match terms associated with DECA chapter activities to their correct definitions.

- **agenda** – an organized listing of the order of business for a meeting
- **executive council** – standing committee that acts to expedite chapter planning; usually made of all duties
- **extemporaneous speech** – talk delivered on an assigned topic with a minimum of advance preparation
- **parliamentary procedure** – set of rules for conducting a meeting in an organized and efficient manner

OBJECTIVE 2

Discuss nomination procedures.

There are four basic nomination procedures used in DECA chapters. These procedures include the following.

- **Candidate filing forms** allow those who are interested in serving to nominate themselves. These forms encourage commitment without embarrassment, ensure a slate of candidates prior to the election, and provide time for campaign planning. They also offer early involvement for everyone, either as a candidate or as a petition signer. A week should be sufficient time for candidates to gather signatures for their petitions.
- **Selection by a nominating committee** recommends one or more candidates for each office, after making certain each candidate is willing to serve. A committee runs the risk of passing over students who would like to run and who are potentially good officers.
- **Nominations from the floor** during a chapter business meeting are the easiest if the chapter has waited too long to allow time for a full-fledged campaign; however, this method often turns into a popularity contest.

- **Selection by the advisor** takes all the motivation away from the students and deprives them of the benefits of participation in the democratic process.

OBJECTIVE 3

Match chapter offices to their correct duties.

- The President:
    - presides over all meetings
    - serves as an ex-officio member on all committees

    ☑ **NOTE:** The symbol of this office is a gavel.

- The Vice-President:
    - assists the president and serves as presiding officer in the president's absence
    - directs all committee work
    - assumes responsibility for guest speakers and other chapter meeting programs

    ☑ **NOTE:** The symbol of this office is a torch.

- The Secretary:
    - prepares the agenda
    - records attendance
    - keeps minutes at all meetings

    ☑ **NOTE:** The symbol of this office a quill.

- The Treasurer:
    - keeps financial records
    - presents financial reports at business meetings

    ☑ **NOTE:** The symbol of this office is a key.

- The Historian:
    - prepares a scrapbook of all chapter activities

    - maintains past chapter records

      ☞ **NOTE:** The symbol of this office is a scroll.

- The Reporter:
    - reports chapter news to the local press, radio and television stations, school papers, and national and state DECA publications
    - prepares the chapter newsletter

      ☞ **NOTE:** The symbol of this office is a winged pen.

- The Parliamentarian:
    - informs members of correct parliamentary procedure
    - maintains the chapter banner, creed, and flag(s)

      ☞ **NOTE:** The symbol of this office is a mace.

- The Chaplain:
    - presents religious exercises, such as invocations, during meetings and banquets
    - supports the morale of members
    - promotes unity within the chapter

      ☞ **NOTE:** The symbol of this office is a cross.

OBJECTIVE 4

Arrange in order steps in the election process.

1. Appoint an election committee

   ☞ **NOTE:** The duties of the election committee are to set guidelines for chapter elections. Guidelines should include offices to be filled, nomination procedures, campaign guidelines, election rules, and follow-up.

2. Nominate officers

3. Conduct a campaign

4. Hold the election

5. Install the new officers

OBJECTIVE 5

State the primary purposes of committees.

Committees are created for various reasons and purposes. These purposes include:

- To allow more students to become actively involved in chapter activities
- To equally distribute the workload
- To provide the chapter with information
- To make recommendations to chapter members

OBJECTIVE 6

Match common types of committees to their lengths of service.

- **standing** – appointed for an entire year

  EXAMPLES: Membership, program, finance, social, service, and safety

- **special** – appointed as needed for specific activities

  EXAMPLES: Banquet, special event, and scrapbook

OBJECTIVE 7

Arrange in order the steps in setting up committees.

1. The executive council (chapter officers) decides which committees are needed.
2. The chapter president appoints a chairman.

   ☞ **NOTE:** In many chapters, elected officers will serve as committee chairmen.

3. The officers make staffing assignments.

   ☞ **NOTE:** Every chapter member should serve on at least one committee.

OBJECTIVE 8

List goals of the high school division of DECA.

- To develop leadership characteristics
- To develop a greater understanding of our free, competitive enterprise system
- To participate in civic and/or community activities
- To develop high ethical standards in personal and business relationships
- To develop a greater awareness of career opportunities in marketing and distribution
- To develop an appreciation of the responsibilities of citizenship
- To develop social and business etiquette
- To develop self-confidence and/or self-acceptance

OBJECTIVE 9

Select from a list considerations for selecting meaningful activities for a chapter calendar.

When selecting activities for the chapter calendar, the following questions should be asked:

- Does the activity contribute to the program objectives?
- Does the activity contribute to DECA goals?
- Does the activity reflect the thinking of the entire group?
- Does the activity allow for planning and implementation to be performed by the chapter members?
- Does the activity allow for committee work to contribute to the overall program?
- Does the activity ensure that leadership development is a major part of all activities?
- Does the activity reflect long-range, as well as immediate, plans?

OBJECTIVE 10

Discuss DECA conferences available to members.

- **State Career Development Conference (State CDC)** – This conference is held each spring and allows students to compete within their occupational areas of interest.

- **National Career Development Conference (National CDC)** – This conference is held each spring in a major United States city.

  ☑ **NOTE:** Winners from State CDC are eligible to attend nationals; attendance is optional.

- **Regional Leadership Development Conference (RLDC)** – This conference is usually held in October or November in each of the four regions.

  ☑ **NOTE:** Attendance is optional.

- **Fall Leadership Development Conference (FLDC)** – This conference is usually held in October. This is a statewide leadership conference recommended for all local chapter officers.

OBJECTIVE 11

List competitive DECA events.

- **Competency Based Series Competition:**
  - ☐ Advertising and Display Services – Master Employee Level
  - ☐ Apparel and Accessories Marketing – Master Employee Level
  - ☐ Apparel and Accessories Marketing – Supervisory Level
  - ☐ Finance and Credit Services – Master Employee Level
  - ☐ Food Marketing – Master Employee Level
  - ☐ Food Marketing – Supervisory Level
  - ☐ General Marketing – Master Employee Level
  - ☐ General Marketing – Supervisory Level
  - ☐ General Merchandise Retailing – Master Employee Level
  - ☐ General Merchandise Retailing – Supervisory Level

- Hospitality and Tourism Marketing – Written Event
- Full Service Restaurant Management
- Quick Serve Restaurant Management
- Vehicle and Petroleum Marketing

- **Competency Based Written Events**:
  - Business, Personal, Financial Service Marketing – Written Event
  - Entrepreneurship – Written Event
  - Food Marketing – Written Event
  - General Marketing – Written Event
  - Hospitality and Recreation Marketing – Written Event
  - Specialty Store Retailing – Written Event
- **Individual Participating Events**:
  - Entrepreneurship Participating Event (Organizing A Business)
  - Free Enterprise, Individual
- **Chapter Events:**
  - Creative Marketing Research Project
  - Learn and Earn Project
  - Free Enterprise, Chapter
  - Chapter Public Relations Project
  - Civic Consciousness Project

OBJECTIVES 12-14

Complete Assignment Sheets 1-3.

ASSIGNMENT SHEET 1 DECA ACTIVITIES 2

Name ______________________________ Score __________

OBJECTIVE 12

Participate in an installation ceremony.

INSTRUCTIONS

Functional Reading
- Follow written instructions

Oral Presentation
- Use good speaking techniques
- Present appropriate appearance

This Assignment Sheet will allow you to participate in a DECA installation ceremony. Though first-year members are not given the opportunity to become chapters leaders, the information and knowledge obtained through this Assignment Sheet will help you better understand the DECA organization and prepare you for your opportunity as a chapter leader in the future.

Your instructor will assign you a part in the ceremony and you will use the following script to perform your part and complete this assignment sheet.

OFFICER INSTALLATION

This impressive ceremony can be adapted for use by the chapter in installing new officers. However, since it should be a standardized and formal ceremony, it is given in full detail.

Staging. Place a table in the center of the stage. Place four lighted candles on it in diamond-shaped formation to represent the four points of the DECA diamond. If possible, use a floral centerpiece representing DECA's colors—blue and gold. Display the DECA banner prominently, either in the background or across the front of the table. If your chapter does not have a banner, be sure some method is used to display the chapter colors prominently. Place the American flag in the proper place on the platform and a Bible on the table in such a manner as to be visible to the audience.

Officers should sit from left to right in this order: President, Vice President, Secretary, Treasurer, Reporter, and Parliamentarian.

Music. If at all possible, it is very effective to have a pianist playing "America the Beautiful" as the officers take their places. Music may be played softly at both the beginning and the end of the ceremonies.

Ceremony. The outgoing president speaks first, "Fellow members of the DECA Student Organization, it my pleasure at this time to present your new officers—duly elected and entrusted with the administration of this organization during the coming year. Will each of our incoming officers please stand when called upon and face his or her predecessor for induction into office."

The outgoing president calls upon the president-elect to step forward and address him or her concerning the duties and responsibilities of the office in this manner: "Mr. or Ms. president-elect, you have been chosen by the chapter members of this chapter of the DECA Student Organization to lead this association for the following year. In electing you president, we have indicated our faith in your qualities of leadership, responsibility, diplomacy, and intelligence, and hereby entrust you with the future administration of the chapter."

"As president, you will preside over all the meetings of this chapter and will be responsible for our progress during the coming year. We will look to your leadership in all endeavors. If you are willing to accept this responsibility, please raise your right hand and repeat after me:

"I understand fully the honor and responsibilities which have come to me as president of this chapter of the DECA Student Organization and do solemnly and sincerely promise to accept and fulfill these responsibilities to the best of my ability."

The retiring president than shakes hands with the president-elect and presents him or her with the gavel—handle first. The new president then returns to his or her chair. Each outgoing officer is then called upon by the president to induct his or her successor. (Though their speeches are essentially the same, they are given below as a guide.)

Retiring vice president: "You, (name of the incoming vice president), have been chosen as vice president of this chapter of the DECA Student Organization by your fellow workers. Thus, they have demonstrated their confidence in your ability to assume the leadership of this organization in the president's absence. It shall be your duty to assist the president whenever called upon to do so and to serve as chairman of all meetings of this chapter in the absence of the president. If you are willing to assume these responsibilities, please raise your right hand and repeat after me this pledge: "I understand fully the responsibilities of the office of the vice president and hereby promise to accept and fulfill these responsibilities to the best of my ability." The retiring vice president then shakes hands with the incoming vice president and returns to his or her chair.

Retiring secretary: "You (name of the incoming secretary), have been chosen by your fellow members as secretary of this chapter of the DECA Student Organization. As secretary, you will be responsible for the records of this organization and the keeping of accurate minutes. You will also be called upon to carry on all official correspondence. You will keep an accurate list of members and furnish members with membership cards. You should provide the president or his or her substitute with a written agenda for each meeting, and if possible, with a list of committees. If you are willing to accept these responsibilities, please raise your right hand and repeat after me: "I understand fully the responsibilities of the office of secretary and hereby promise to accept and fulfill these responsibilities to the best of my ability." The retiring secretary shakes hands and incoming secretary then takes his or her proper place.

Retiring reporter: "You, (name of the incoming reporter), have been chosen by your fellow members as reporter of this chapter. You will be responsible for gathering chapter news and reporting it to the local paper, to our state association, and to the national headquarters of the DECA Student Organization for possible use in our national publications. It should also be considered as part of your duties to provide continuity between previous, present, and future events of importance in the life of your chapter to pass on to your successor at the end of your term. If you are willing to assume the responsibilities of this office, please raise your right hand and repeat after me: "I understand fully the responsibilities of the reporter and hereby promise to accept and fulfill these responsibilities to the best of my ability." The retiring reporter then shakes hands and takes his or her proper place.

Retiring historian: "You, (name of the incoming historian), have been chosen by your fellow members as historian of this chapter. You will be responsible for preparing a historical report of our program of work for presentation at local and state functions. If you are willing to assume the responsibilities of this office, please raise your right hand and repeat after me: "I understand fully the responsibilities of the reporter and hereby promise to accept and fulfill these responsibilities to the best of by ability." The historians shake hands and take their proper places.

Retiring parliamentarian: "You, (name of the incoming parliamentarian), have been chosen by your fellow members as parliamentarian of the chapter. You should be well versed in *Roberts Rules of Order, Revised*, and be able to settle all questions of parliamentary procedure as they arise. If you are willing to assume the responsibilities of this office, please raise your right hand and repeat after me: "I understand fully the responsibilities of the parliamentarian and hereby promise to accept and fulfill these responsibilities to the best of my ability." The incoming and outgoing parliamentarians shake hands and take their proper places.

Retiring chaplain: "You, (name of the incoming chaplain), have been chosen by your fellow members as chaplain of the chapter. You will be in charge of devotional exercises at each chapter meeting and should be available, as necessary, to promote the general welfare of DECA. If you are willing to assume the responsibilities of this office, please raise your right hand and repeat after me: "I understand fully the responsibilities of the chaplain and hereby promise to accept and fulfill these responsibilities to the best of my ability." The chaplains shake hands and take their proper places.

ASSIGNMENT SHEET 2 DECA ACTIVITIES 2

Name ______________________________ Score __________

OBJECTIVE 13

Participate in an initiation ceremony.

INSTRUCTIONS

Functional Reading
- Follow written instructions
- Read aloud

Oral Presentation
- Use good speaking techniques
- Present appropriate appearance

Interactive Communications
- Work effectively in a group

General Relating
- Participate in group activities

This Assignment Sheet will prepare you for the DECA initiation ceremony. As first-year members, you will be required to be initiated into the chapter. Though you will have assigned parts in this assignment, you should memorize the new member parts to better prepare for your actual initiation ceremony.

- Read *How to Stage the Initiation Ceremony* before beginning the ceremony.
- Study the part that your instructor has assigned you.
- Use the following information to complete this assignment.

HOW TO STAGE THE INITIATION CEREMONY

Normally staged in September, the initiation ceremony offers the local chapter an opportunity to draw attention to its fundamental philosophies. It can be conducted at night with parents, school officials, and merchants attending; at school assemblies; in the privacy of a "members only" meeting; or jointly with a neighboring chapter.

The ceremony is adaptable either to a stage, or to the center of a large room, with the audience seated around the outer area. The diagram shows the positions of the participants.

A diamond is formed with tables which have blue and gold crepe paper streamers hanging from the top of the tables.

The table at the top point of the diamond is the president's table and it should be draped with a white sheet. A lighted candle should be placed at each end. If available, a "stand-up" emblem may stand in the center of the table, or a DECA banner may be hung behind the table.

A rostrum should be placed at each of the three remaining points of the diamond. They are usually available from the school or a local church, but music stands can be used if necessary.

The center table should be draped with a white sheet. It should contain at least one lighted candle with sufficient candles for the lighting ceremony arranged around the top.

The ceremonial team is composed of the pledge mistress or pledge master, president, vice president, and two speakers. The pledge master or mistress is often the chapter sponsor, but another person can be appointed if desired.

The parts are usually read from scripts, but are obviously more effective when recited from memory. Spotlights and backgrounds are commonly used for effect.

SUGGESTED INITIATION CEREMONY

President: The ______________________________________
Chapter of the DECA Student Organization is now in session. The purpose of our meeting is to receive into our organization a number of new members. These candidates have been under the direction of the pledge master or mistress who will now report the result of his or her instruction.

Pledge Master or Mistress: Mr. (or Ms.) President, it is a pleasure to report that all candidates have met the conditions for membership in our chapter. I certify to you that each is satisfactorily completing at least one semester of school work and has maintained a cooperative attitude on all matters pertaining to chapter membership.

President: You have heard the report of the pledge master (or mistress). Let us proceed with the ceremony.

Pledge Master or Mistress: The candidates who have so qualified for membership are (read the list of names).

President: You are about to take an important step. Your qualifications have been examined, and you have been recommended for membership in our organization. This is an important occasion for you and for us. It is one which we shall all cherish in memory because it focuses our attention on thoughts and purposes which are central in our lives.

Vice President: Our organization exists because it has a high purpose to which all who belong commit themselves. This purpose is eightfold: First, to develop leadership in the field of distribution that is competent, progressive, self-reliant, and cooperative. Second, to provide for an intelligent choice of occupations in distribution through exploration of opportunities in the field. Third, to create in each member an abiding interest in his or her chosen occupation by emphasizing the contribution he or she can make through working to the betterment of home and community. Fourth, to encourage the use of ethical standards in business. Fifth, to provide for physical and mental health through satisfactory social and recreational activities. Sixth, to foster a deep feeling of the civic, social, and moral responsibilities of business to society. Seventh, to develop an appreciation of the influence of the fine arts, both in business and in personal life. Finally, to develop a respect for vocational education and to encourage the use of its facilities in keeping alert and progressive in our chosen professions. These purposes determine the character of our chapter activities. In social, professional, civic, and benevolent activities, we further develop the sense of friendship and unity which permits us to help and encourage one another in the pursuit of our common ideals.

President: In view of this statement of the purpose of the DECA Student Organization, will you accept the responsibilities and obligations of membership in our organization, and receive the meaning of symbols by which we express to one another our common purpose?

Candidates: We will.

Vice President: The basic design of our insignia is the diamond. This signifies value – the value which we feel we are bestowing through the field of distribution.

First Speaker: The first point of the diamond represents vocational understanding. The marketing education graduate is prepared to take his or her place in the world with a thorough understanding of the services which he or she is rendering and the opportunity for further development.

Second Speaker: The second point of the diamond represents civic consciousness. The marketing education student understands the obligation to his or her community and the need for making the community a better place to live.

First Speaker: The third point represents social intelligence. The marketing education student has an opportunity to develop social graces through the many social events which the chapter plans during the year.

Second Speaker: The fourth point represents leadership development. The marketing education student has an opportunity to participate in many activities which teach him or her to assume responsibilities both as a leader and as a follower.

Vice President: The colors of this organization are blue and gold.

First Speaker: Blue suggests sincerity. It suggests that we should be true to ourselves, and since it is the color of the heavens above us, it encourages us to reach upward.

Second Speaker: Gold suggests to us the crowning success which comes to those who live wisely and usefully. We are all seekers of success, not only because of the material wealth which it brings, but because of the satisfaction which we derive from it. It is a good thing for a man or a woman to know that he or she has worked well.

Vice President: You are now prepared to take the vows of membership in our organization. As you repeat these vows, think of the meaning of the words you say and resolve to do your best to live by them. Please repeat after me:

"I solemnly pledge myself to carry out to the best of my ability all of the duties and responsibilities of membership in the DECA Student Organization. I fully accept the purposes of this organization, and promise to uphold its ideals in my personal life and in my business activities. I realize the importance of working cooperatively. I will so conduct myself that I shall reflect honor upon the organization, and I will at all times endeavor to maintain high standards of personal integrity."

As a symbol of your induction into our organization, will you now please take your places in the diamond, where your fellow members will light your candles as a token of your acceptance. (Pause).

I now declare you to be a member of the ____________________ Chapter of the DECA Student Organization, with all rights and privileges of membership. Let us repeat in unison the DECA creed.

DECA Creed

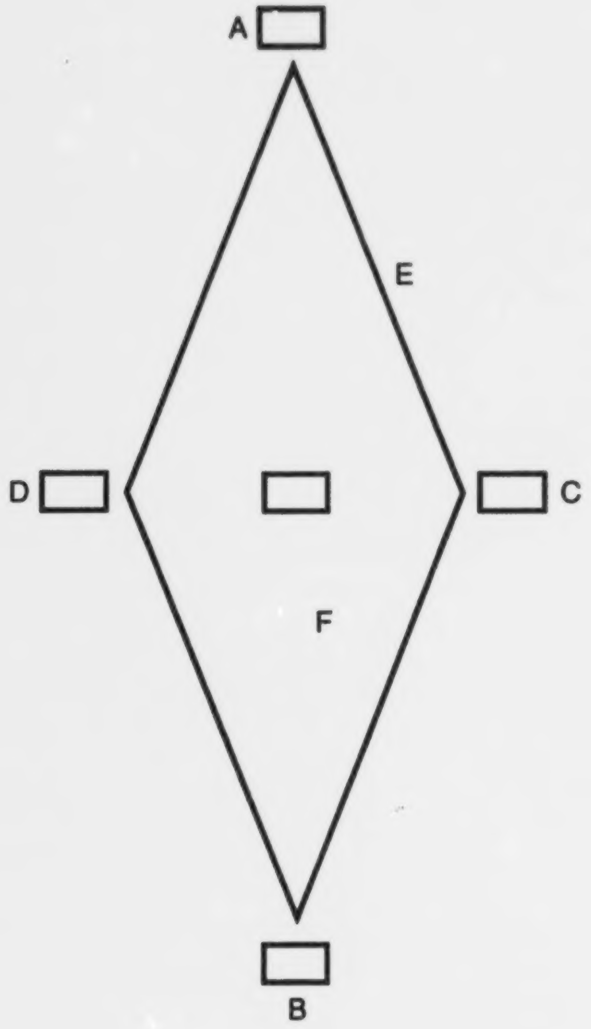
I believe in the future which I am planning for myself in the field of marketing and management and in the opportunities which my vocation offers.

I believe in fulfilling the highest measure of service to my vocation, my fellow beings, my country, and my God--that by doing so, I will be rewarded with personal satisfaction and material wealth.

I believe in the democratic philosophies of private enterprise and competition and in the freedoms of this nation--that these philosophies allow for the fullest development of my individual abilities.

I believe that by doing my best to live according to these high principles, I will be of greater service both to myself and to mankind.

FLOOR PLAN FOR INITIATION CEREMONY



ASSIGNMENT SHEET 3 — DECA ACTIVITIES

2

Name ______________________________ Score __________

OBJECTIVE 14

Prepare a DECA program of work for an entire school year.

INSTRUCTIONS

A program of work is a very important part of the DECA chapter. The program of work helps guide the chapter throughout the year and acts as a working document for the chapter. In addition to helping the chapter stay on track with chapter activities, the program of work is also part of the chapter's competitive activities.

Work in groups of three to four people to fill out a program of work for the year.

Use the information provided by your instructor regarding the DECA program of work to prepare a program of work for your entire school year. Use the calendar on the next page to complete this Assignment Sheet.

Functional Reading
- Follow written instructions

Functional Writing
- Complete forms and records

Interactive Communications
- Work effectively in a group

Teamwork/Cooperative
- Investigate/apply group dynamics
- Clarify goals/objectives
- Build consensus
- Generate ideas

AUGUST	**ACTIVITIES**	**COMMENTS**
SEPTEMBER		
OCTOBER		
NOVEMBER		
DECEMBER		

JANUARY	ACTIVITIES	COMMENTS
FEBRUARY		
MARCH		
APRIL		
MAY		

WRITTEN TEST

DECA ACTIVITIES

2

Name ______________________________ Score __________

OBJECTIVE 1

Match terms associated with DECA chapter activities to their correct definitions. Write the correct letters in the blanks.

a. executive council
b. parliamentary procedure
c. extemporaneous speech
d. agenda

____ 1. An organized listing of the order of business for a meeting

____ 2. Standing committee that acts to expedite chapter planning; usually made of all officers

____ 3. Set of rules for conducting a meeting in an organized and efficient manner

____ 4. Talk delivered on an assigned topic with a minimum of advance preparation

OBJECTIVE 2

Discuss nomination procedures. Use short essays to discuss the procedures below. Write your answers in the spaces provided.

Candidate filing forms – ______________________________

Selection by a nominating committee – ______________________________

May be photocopied for student use.

Nominations from the floor – ______________________________

____

____

____

____

Selection by the advisor – ________________________________

____

____

____

____

OBJECTIVE 3

Match chapter offices to their correct duties. Write the correct letters in the blanks. Answers may be used more than once.

a. president
b. vice president
c. secretary
d. treasurer
e. historian
f. reporter
g. parliamentarian
h. chaplain

____ 1. Keeps financial records

____ 2. Presides over all meetings

____ 3. Prepares a scrapbook of all chapter activities

____ 4. Prepares the agenda

____ 5. Serves as an ex-officio member on all committees

____ 6. Assists the president and serves as presiding officer in the president's absence

____ 7. Reports chapter news to the local press, radio and television stations, school papers, and national and state DECA publications

____ 8. Presents financial reports at business meetings

May be photocopied for student use.

____ 9. Maintains past chapter records

____ 10. Records attendance

____ 11. Prepares the chapter newsletter

____ 12. Assumes responsibility for guest speakers and other chapter meeting programs

____ 13. Presents religious exercises, such as invocations, during meetings and banquets

____ 14. Maintains the chapter banner, creed, and flag(s)

____ 15. Keep minutes of all meetings

____ 16. Informs members of correct parliamentary procedure

____ 17. Promotes unity within the chapter

____ 18. Directs all committee work

____ 19. Supports the morale of members

OBJECTIVE 4

Arrange in order steps in the election process. Write a "1" before the first step, a "2" before the second step, and so on.

____ Nominate officers

____ Hold the election

____ Appoint an election committee

____ Install the new officers

____ Conduct a campaign

OBJECTIVE 5

State the primary purposes of committees. Write your answers in the space provided.

1. ______________________________

____

2. ______________________________

____

May be photocopied for student use.

3. ____

____

4. ____

____

OBJECTIVE 6

Match common types of committees to their lengths of service. Write the correct letters in the blanks.

a. special
b. standing

____ 1. Appointed for an entire year

____ 2. Appointed as needed for specific activities

OBJECTIVE 7

Arrange in order the steps in setting up committees. Write a "1" before the first step, a "2" before the second step, and so on.

____ The officers make staffing assignments.

____ The executive council (chapter officers) decides which committees are needed.

____ The chapter president appoints a chairman.

OBJECTIVE 8

List the goals of the High School Division of DECA. List the eight goals in the spaces provided.

1. ____

____

2. ____

____

3. ____

____

May be photocopied for student use.

4. ______________________________

____

5. ______________________________

____

6. ______________________________

____

7. ______________________________

____

8. ______________________________

____

OBJECTIVE 9

Select from a list considerations for selecting meaningful activities for a chapter calendar. Write an "X" in the blank before each correct answer.

____ 1. Does the activity make a lot of money for the chapter?

____ 2. Does the activity contribute to the program objectives?

____ 3. Does the activity involve only chapter officers?

____ 4. Does the activity contribute to DECA goals?

____ 5. Does the activity reflect the thinking of the entire group?

____ 6. Does the activity allow for planning and implementation to be performed by the chapter members?

____ 7. Does the activity contribute to a good time for everyone?

____ 8. Does the activity allow for committee work to contribute to the overall program?

____ 9. Does the activity ensure that leadership development is a major part of all activities?

May be photocopied for student use.

____ 10. Does the activity reflect long-range, as well as immediate, plans?

OBJECTIVE 10

Discuss DECA conferences available to members. Write your answers in the spaces provided.

State Career Development Conference (State CDC) –

____

____

____

National Career Development Conference (National CDC) –

____

____

____

Regional Leadership Development Conference (RLDC) –

____

____

____

Fall Leadership Development Conference (FLDC) –

____

____

____

May be photocopied for student use.

OBJECTIVE 11

List competitive DECA events. List the competition and level or type of event below.

Part 1

Competency Based Series Competition

1. ____
2. ____
3. ____
4. ____
5. ____
6. ____
7. ____
8. ____
9. ____
10. ____
11. ____
12. ____
13. ____
14. ____

Part 2

Competency Based Written Events

1. ____
2. ____
3. ____
4. ____
5. ____
6. ____

May be photocopied for student use.

Part 3

Individual Participating Events

1. ____

2. ____

Part 4

Chapter Events

1. ____

2. ____

3. ____

4. ____

5. ____

OBJECTIVES 12-14

Evaluated on Assignment Sheets 1-3.

ASSIGNMENT SHEETS

OBJECTIVE 12

Assignment Sheet 1

To be evaluated to the instructor's satisfaction.

OBJECTIVE 13

Assignment Sheet 2

To be evaluated to the instructor's satisfaction.

OBJECTIVE 14

Assignment Sheet 3

The program of work should be filled out completely using the dates and information provided by the instructor. Any additional information provided by the students should be evaluated to the instructor's satisfaction.

WRITTEN TEST

OBJECTIVE 1

1. d
2. a
3. b
4. c

OBJECTIVE 2

Answers should include the following:

- **Candidate filing forms** allow those who are interested in serving to nominate themselves. These forms encourage commitment without embarrassment, ensure a slate of candidates prior to the election, and provide time for campaign planning. They also offer early involvement for everyone, either as a candidate or as a petition signer. A week should be sufficient time for candidates to gather signatures for their petitions.

- **Selection by a nominating committee** recommends one or more candidates for each office, after making certain each candidate is willing to serve. A committee runs the risk of passing over students who would like to run and who are potentially good officers.
- **Nominations from the floor** during a chapter business meeting are the easiest if the chapter has waited too long to allow time for a full-fledged campaign; however, this method often turns into a popularity contest.
- **Selection by the advisor** takes all the motivation away from the students and deprives them of the benefits of participation in the democratic process.

OBJECTIVE 3

1. d
2. a
3. e
4. c
5. a
6. b
7. f
8. d
9. e
10. c
11. f
12. b
13. h
14. g
15. c
16. g
17. h
18. b
19. h

OBJECTIVE 4

2, 4, 1, 5, 3

OBJECTIVE 5

- To allow more students to become actively involved in chapter activities
- To equally distribute the workload
- To provide the chapter with information
- To make recommendations to chapter members

OBJECTIVE 6

1. b
2. a

OBJECTIVE 7

3, 1, 2

OBJECTIVE 8

Answers should include seven of the following:

- To develop leadership characteristics
- To develop a greater understanding of our free, competitive enterprise system
- To participate in civic and/or community activities
- To develop high ethical standards in personal and business relationships
- To develop a greater awareness of career opportunities in marketing and distribution
- To develop an appreciation of the responsibilities of citizenship
- To develop social and business etiquette
- To develop self-confidence and/or self-acceptance

OBJECTIVE 9

2, 4, 5, 6, 8, 9, 10

OBJECTIVE 10

- **State Career Development Conference (State CDC)** – This conference is held each spring and allows students to compete within their occupational areas of interest.
- **National Career Development Conference (National CDC)** – This conference is held each spring in a major United States city.
- **Regional Leadership Development Conference (RLDC)** – This conference is usually held in October or November in each of the four regions.
- **Fall Leadership Development Conference (FLDC)** – This conference is usually held in October. This is a statewide leadership conference recommended for all local chapter offices.

OBJECTIVE 11

Part 1 – Competency Based Series Competition

1. Advertising and Display Services – Master Employee Level
2. Apparel and Accessories Marketing – Master Employee Level
3. Apparel and Accessories Marketing – Supervisory Level
4. Finance and Credit Services – Master Employee Level
5. Food Marketing – Master Employee Level
6. Food Marketing – Supervisory Level
7. General Marketing – Master Employee Level
8. General Marketing – Supervisory Level
9. General Merchandise Retailing – Master Employee Level
10. General Merchandise Retailing – Supervisory Level
11. Hospitality and Tourism Marketing – Written Event
12. Full Service Restaurant Management
13. Quick Serve Restaurant Management
14. Vehicles and Petroleum Marketing

Part 2 – Competency Based Written Events

1. Business, Personal, Financial Service Marketing – Written Event
2. Entrepreneurship – Written Event
3. Food Marketing – Written Event
4. General Marketing – Written Event
5. Hospitality and Recreation Marketing – Written Event
6. Specialty Store Retailing – Written Event

Part 3 – Individual Participating Events

1. Entrepreneurship Participating Event (Organizing A Business)
2. Free Enterprise, Individual

Part 4 — Chapter Events

1. Creative Marketing Research Project
2. Learn and Earn Project
3. Free Enterprise, Chapter
4. Chapter Public Relations Project
5. Civic Consciousness Project

OBJECTIVES 12-14

Evaluated on Assignment Sheets 1-3.

OBJECTIVE SHEET

PARLIAMENTARY PROCEDURE

3

INTRODUCTION

Parliamentary procedure was developed to help keep meetings on track and organized. This unit will help you gain a working knowledge of parliamentary procedure, types of motions, and how parliamentary procedure can benefit your DECA chapter.

UNIT OBJECTIVE

After completing this unit, you will show the following competencies by mastering the activities on the Assignment Sheets and by scoring at least 85% on the Written Test.

SPECIFIC OBJECTIVES

1. Match terms associated with parliamentary procedure to their correct definitions.
2. Select from a list the purposes of parliamentary procedure.
3. State the function of the gavel.
4. Identify methods of voting.
5. Discuss types of motions.
6. Match types of motions to their correct classifications.
7. Match parliamentary procedures to their correct uses during a meeting.
8. Arrange in order the steps in the progression of a motion (Rule of Eight).
9. State the purpose of a motion to amend.
10. List ways to amend a motion.
11. Select from a list the duties of a chapter president.
12. List the desired characteristics of a chapter parliamentary procedure team member.
13. Discuss parliamentary procedure motions. (Assignment Sheet 1)
14. Answer questions about parliamentary procedure. (Assignment Sheet 2)

15. Process a motion using the rule of eight. (Assignment Sheet 3)

16. Use parliamentary procedure to conduct or participate in a mock chapter meeting. (Assignment Sheet 4)

PREPARATION

- Review the unit and plan your presentation.
- Determine the scope and sequence of objectives you add. Design and develop support materials, including evaluation techniques for additional objectives.
- Review the teaching suggestions and plan classroom activities.
- Determine how you will schedule time for students to demonstrate competence in the required procedures.
- Order materials to supplement the unit.
- Order videos.
- Invite guest speakers.

  ☞ **NOTE:** Please provide the guest speaker with the specific topic relevant to the unit of instruction ahead of time. You may want to supply the Objective Sheet, Information Sheets, and any other components you want the speaker to cover. Confirm the scheduled appearance two to three days prior to the presentation.

- Introduce unit by helping the students focus on the importance of learning to use parliamentary procedure.
- Have chapter officers conduct a mock chapter meeting for a class.

DELIVERY

Objective 1: Match terms associated with parliamentary procedure to their correct definitions.

- Discuss terms used with parliamentary procedure.
- Use the crossword puzzle found on the Activity Sheet to reinforce terms.

Objective 2: Select from a list the purposes of parliamentary procedure.

- Stress the importance of majority rule in meetings where parliamentary procedure is used, and emphasize at the same time, that opinions of the minority are heard, and that minority ideas and rights are respected as well.

- Explain to the students that some of the people (majority) elect the President of the United States, but following the election, the President serves all the people.

Objective 3: State the function of the gavel.

- Discuss the function of the gavel. Be sure to refer to your constitution for the gavel taps and the members' responses.

Objective 4: Identify methods of voting.

- Discuss the different methods of voting with your students. Explain each method and have students practice using the different methods.

- Explain when and where the different voting methods are used.

Objective 5: Discuss types of motions.

- Use Transparency Master 1 to help students learn the different classifications of motions.

- Explain each classification in depth; provide examples of times when the different classifications of motions are used.

- Have students practice stating motions.

Objective 6: Match types of motions to their correct classifications.
Objective 7: Match parliamentary procedures to their correct uses during a meeting.

- Discuss the different kinds of motions that can be used during a meeting.

- Provide examples to help students see how the motions are used.

- Use Transparency Master 1 to assist students in using different kinds of motions.

Objective 8: Arrange in order the steps in the progression of a motion (Rule of Eight).

- Use Transparency Master 2 to discuss the Rule of Eight.
- Allow each student to present a motion. Use the following examples or create other motions for the students to practice making motions.
    - ☐ I move that the chapter conduct a parliamentary procedure seminar on October 12.
    - ☐ I move that the chapter have a car wash to raise money to pay expenses to the state meeting.
    - ☐ I move that the chapter present an engraved plaque to our adviser.
    - ☐ I move that the chapter plan a Christmas party for the senior citizens in the community.
    - ☐ I move that the chapter donate $500 to the March of Dimes.

Objective 9: State the purpose of a motion to amend.
Objective 10: List ways to amend a motion.

- Allow each student the opportunity of amending a motion.
- Appoint a class member as president of the group.

Objective 11: Select from a list the duties of a chapter president.

- Ask a chapter president to talk to the class and to explain the responsibilities and duties of the presiding officer.

Objective 12: List the desired characteristics of a chapter parliamentary procedure team member.

- Help students prepare to be members of the parliamentary team.
- Have a parliamentary procedure team conduct a meeting for the class. Make sure that the team uses at least five parliamentary procedure points.
- Have students evaluate the performance of the team, using the information in the Information Sheets.

Objective 13: Discuss parliamentary procedure motions.
Objective 14: Answer questions about parliamentary procedure.
Objective 15: Process a motion using the rule of eight.
Objective 16: Use parliamentary procedure to conduct or participate in a mock chapter meeting.

- Have students complete Assignment Sheets 1-4.

EVALUATION

Pretest

- Use the unit Written Test for **both** the pretest and posttest. Give the students the pretest before they begin the unit.

- You may wish to use the CIMC publication *Measuring Learning and Competency Gains: The Pretest/Posttest Approach* for instructions and suggestions on giving pretests and using the results. Information for ordering this material is included in the Optional Resources section.

Assignment Sheet

- Evaluate students on Assignment Sheet activities if not previously done. Students must repeat an Assignment Sheet until they have mastered the activity.

Posttest

- After they have completed the unit, give students the Written Test again.

- Explain to the students that they will be asked to demonstrate on the Written Test actions listed in the specific objectives.

- You may wish to use the CIMC publication *Measuring Learning and Competency Gains: The Pretest/Posttest Approach* for instructions and suggestions on giving pretests and using the results. Information for ordering this material is included in the Optional Resources section.

- Reteach and retest as necessary to meet individual student needs and state standards for student learning and competency gains.

- Review individual and group performance to evaluate teaching effectiveness. Adjust scope, sequence, or instructional methods for additional lessons as required.

OPTIONAL RESOURCES

Publications

- *Measuring Learning and Competency Gains: The Pretest/Posttest Approach.* Stillwater, OK: CIMC, Oklahoma Department of Vocational and Technical Education, 1992. For ordering information call 800-522-5810.
- *Robert's Rules of Order, Newly Revised.* Scott, Foresman and Company: Glenview, IL, 1981. This book is available at most book stores.

The following book series is available from the National Association for Parliamentarians, 6301 James A. Reed Road, Suite 114, Kansas City, MO 64133-4751.

- "Congratulations Series" from National Association of Parliamentarians.
    1) *You Are the President*
    2) *You Are the Secretary*
    3) *You Are the Treasurer*
    4) *You Are on the Committee*
    5) *You Want to Learn How to Make and Amend Main Motions*
    6) *You Want to Learn Definitions*
    7) *You Are a Member*

Videos

- *Point of Order.* This video introduces and applies *Robert's Rules of Order.* It is recommended by the National Association of Parliamentarians. This video is available to Oklahoma teachers on a free loan basis from the Oklahoma Department of Vocational and Technical Education, Resource Center, ATTN: Instructional Media Specialist, 1500 West Seventh, Stillwater, OK 74074. (Color, VHS, 37 minutes)

UNIT REFERENCES

- *Robert's Rules of Order, Newly Revised.* Scott, Foresman and Company: Glenview, IL, 1981.

SUMMARY OF MOTIONS

Kind	Second Required	Debatable	Amendable	Vote Required	Can be Reconsidered
Fix the time at which to adjourn	Yes	No	Yes	M	Yes
Adjourn	Yes	No	No	M	No
Recess	Yes	No	Yes	M	No
Raise the question of privilege	No	No	No	Chair grants	No
Call for the orders of the day	No	No	No	Demand	No
Lay on the table	Yes	No	No	M	No
Previous question	Yes	No	No	$^{2}/_{3}$	Yes
Limit or extend the limits of the debate	Yes	No	Yes	$^{2}/_{3}$	Yes*
Postpone definitely	Yes	Yes	Yes	M*	Yes
Commit (refer to committees)	Yes	Yes	Yes	M	Yes*
Amend	Yes	Yes*	Yes	M	Yes
Postpone indefinitely	Yes	Yes	No	M	Affirm only
Main motion	Yes	Yes	Yes	M	Yes
Appeal	Yes	Yes*	No	Majority in negative	Yes
Consideration by paragraph	Yes	No	Yes	M	No
Division of the assembly	No	No	No	Demand	No
Division of a question	Yes	No	Yes	M	No
Objection to consideration of the question	No	No	No	$^{2}/_{3}$ opposed	Negative only
Parliamentary inquiry	No	No	No	Chair answers	No
Point of order	No	No	No	Chair rules	No
Suspend the rules	Yes	No	No	$^{2}/_{3}$	No
Reconsider	Yes	Yes*	No	M	No
Take from the table	Yes	No	No	M	No
Rescind	Yes	Yes	Yes	M*	Negative only
Withdraw	No	No	No	M	Negative only

* See *Robert's Rules of Order, Newly Revised* for exceptions.

INFORMATION SHEET

PARLIAMENTARY PROCEDURE

3

OBJECTIVE 1

Match terms associated with parliamentary procedure to their correct definitions.

- **adjourn** – to close or terminate a meeting
- **amend** – to formally alter or change
- **bylaws** – the document that contains an organization's own basic rules relating principally to itself as an organization, rather than to the parliamentary procedure it follows
- **chair** – the presiding officer of the meeting
- **committee** – a small group of people designated to perform a specific function
- **debate** – formal discussion of a motion
- **division** – a demand by a single member that the vote be retaken by rising
- **meeting** – an official gathering of an organization's members in order to transact business
- **minority** – less than half
- **motion** – a proposal for action
- **quorum** – the number of members needed to be present to legally transact business
- **rules of order** – set of rules for conducting a meeting in an organized and efficient manner
- **second** – another member agrees that the motion should come before the assembly

OBJECTIVE 2

Select from a list the purposes of parliamentary procedure.

Parliamentary procedure serves several purposes. These purposes include

- Allowing the majority to rule while respecting the rights of the minority.
- Allowing equal rights for all members or participants
- Protecting the rights of individual members
- Protecting the rights of the absentee members
- The demonstration of democracy in action
- Allowing full and free debate
- Pursuing only one item of business at a time

OBJECTIVE 3

State the function of the gavel.

- The function of the gavel is to exercise authority in support of self-government and orderly procedure.

  ✎ **NOTE:** Refer to the constitution for the gavel taps and the members' responses.

OBJECTIVE 4

Identify methods of voting.

There are several different methods if voting. Some methods are more appropriate than others in certain situations, such as large or small assemblies.

- **voice vote** – members vote by saying "aye" or "no"
- **rising vote** – members vote by standing
- **ballot vote** – members cast a secret, written vote
- **roll call vote** – members vote when their name is called
- **voting by mail** – members send in their vote by mail

- **proxy voting** – a power of attorney is given by one person to another to vote in their stead

- **show of hands** – members vote by raising their hands; an alternate method that can be used in place of rising vote in very small assemblies

OBJECTIVE 5

Discuss types of motions.

Types of motions

- **main motion** – the basis of all parliamentary procedure; provides a method of bringing business before the assembly for consideration and action; can only be introduced if no other business is pending

- **subsidiary motions** – motions that may be applied to another motion for the purpose of modifying it, delaying action on it, or disposing of it

- **privileged motions** – motions that have no relation to the pending question, but are of such urgency or importance that they are entitled to immediate consideration; relate to members and to the organization, rather than to particular items of business

- **incidental motions** – motions that arise out of a pending question, out of a question that has just been pending, or relate to the business of the assembly; usually apply to the methods of transacting business rather than to the business itself; have no rank among themselves because they are in order whenever they are incidental to the business of the assembly

- **restorative motions** – motions that bring a question before the assembly for consideration a second or subsequent time

OBJECTIVE 6

Match types of motions to their correct classifications.

- Privileged (in order from highest ranking to lowest ranking)
    - ☐ Fix the time at which to adjourn
    - ☐ Adjourn
    - ☐ Recess

    - Raise the question of privilege
    - Call for the orders of the day
- Subsidiary (in order from highest ranking to lowest ranking)
    - Lay on the table
    - Previous question
    - Limit or extend limits of debate
    - Postpone definitely (to a certain time)
    - Commit (refer to a committee)
    - Amend
    - Postpone indefinitely
- Main (main motion or main question)
- Incidental
    - Appeal
    - Consideration by paragraph
    - Division of the assembly
    - Division of a question
    - Objection to the consideration of the question
    - Parliamentary inquiry
    - Point of order
    - Rescind
    - Suspend the rules
    - Withdraw a motion
- Restorative
    - Reconsider
    - Take from the table

OBJECTIVE 7 | **Match parliamentary procedures to their correct uses during a meeting.**

Parliamentary Procedure	Use During Meeting
Main motion	Presents business for action
Postpone indefinitely	Kills the main motion
Lay on the table	Sets a matter aside so more urgent matters can be considered
Amend	Changes or modifies
Commit (refer to a committee)	Lets a few members attend to a matter
Previous question	Stops debate and amendments; orders an immediate vote
Suspend the rules	Sets the rules aside for a specific reason; nothing else can be done during the suspension
Withdraw a motion	Prevents a motion from being voted upon
Objection to consideration of the question	Determines whether a question is in accord with the bylaws
Raise the question of privilege	Attends to the well-being and comfort of the chapter members
Adjourn	Dismisses members from the meeting
Fix the time at which to adjourn	Sets a time for the next meeting
Reconsider	Provides an opportunity to vote a second time on a matter
Parliamentary inquiry	Asks a question relating to parliamentary procedure
Point of order	Calls attention to a procedural error
Appeal	Allows a member to question the decision of the chair
Take from the table	Takes up an item that was laid on the table
Limit or extend limits of debate	Establishes a length of time for discussion
Postpone definitely	Defers a matter for a specified time
Rescind	Cancels action taken by the chapter
Division of the assembly	Questions the chair's decision on a voice vote
Recess	Provides for a break in the meeting or an intermission
Division of a Question	Breaks up a question so each resolution can be considered and voted on separately
Call for orders of the day	Keeps the meeting on track; makes the assembly follow the program, agenda, or order of business
Consider by paragraph	Breaks up a question even more than a division of a question; breaks complex questions or resolutions down by paragraph, section, etc. so each can be considered separately

OBJECTIVE 8

Arrange in order the steps in the progression of a motion (Rule of Eight).

1. A member rises and addresses the presiding officer.

   EXAMPLE: "Mr./Madame President..."

2. The member is recognized.

3. The member proposes the motion.

   EXAMPLE: "I move that..."

4. Another member seconds the motion without rising or addressing the chair.

   EXAMPLE: "Second"

5. The presiding officer states the motion.

   EXAMPLE: "It is moved and seconded that..."

6. The assembly debates and/or amends the motion.

7. The presiding officer takes the vote.

   EXAMPLE: "All those in favor say aye. Those opposed say no."

8. The result of the vote is announced.

   EXAMPLE: "The ayes have it, the motion is adopted, and the chapter will..."

OBJECTIVE 9

State the purpose of a motion to amend.

The purpose of a motion to amend is to modify the wording, and within certain limits the meaning, of a pending motion before the pending motion itself is acted upon.

OBJECTIVE 10

List ways to amend a motion.

There are three common ways to amend a motion. Motions can be amended by:

- Inserting or adding

  EXAMPLE: "I move to amend the motion by inserting the word 'personal' before the word 'computer'."

- Striking out

  EXAMPLE: "I move to amend the motion by striking out the words 'not to exceed $1000'."

- Striking out and inserting

  EXAMPLE: "I move to amend the motion by striking out the word 'apple' and inserting the word 'cherry'."

OBJECTIVE 11

Select from a list the duties of a chapter president.

Duties of the chapter president include:

- Deciding the order of speakers
- Remaining impartial
- Restraining speakers within the limits of the rules
- Enforcing good decorum in debate
- Deciding on points of order
- Avoiding influencing a vote by commenting on a motion

OBJECTIVE 12

List the desired characteristics of a chapter parliamentary procedure team member.

- The desire to work
- The ability to use parliamentary procedure
- A strong, clear voice
- A calm demeanor
- Self-confidence
- Humility
- Dependability and reliability
- Patience

OBJECTIVES 13-16

Complete Assignment Sheets 1-4.

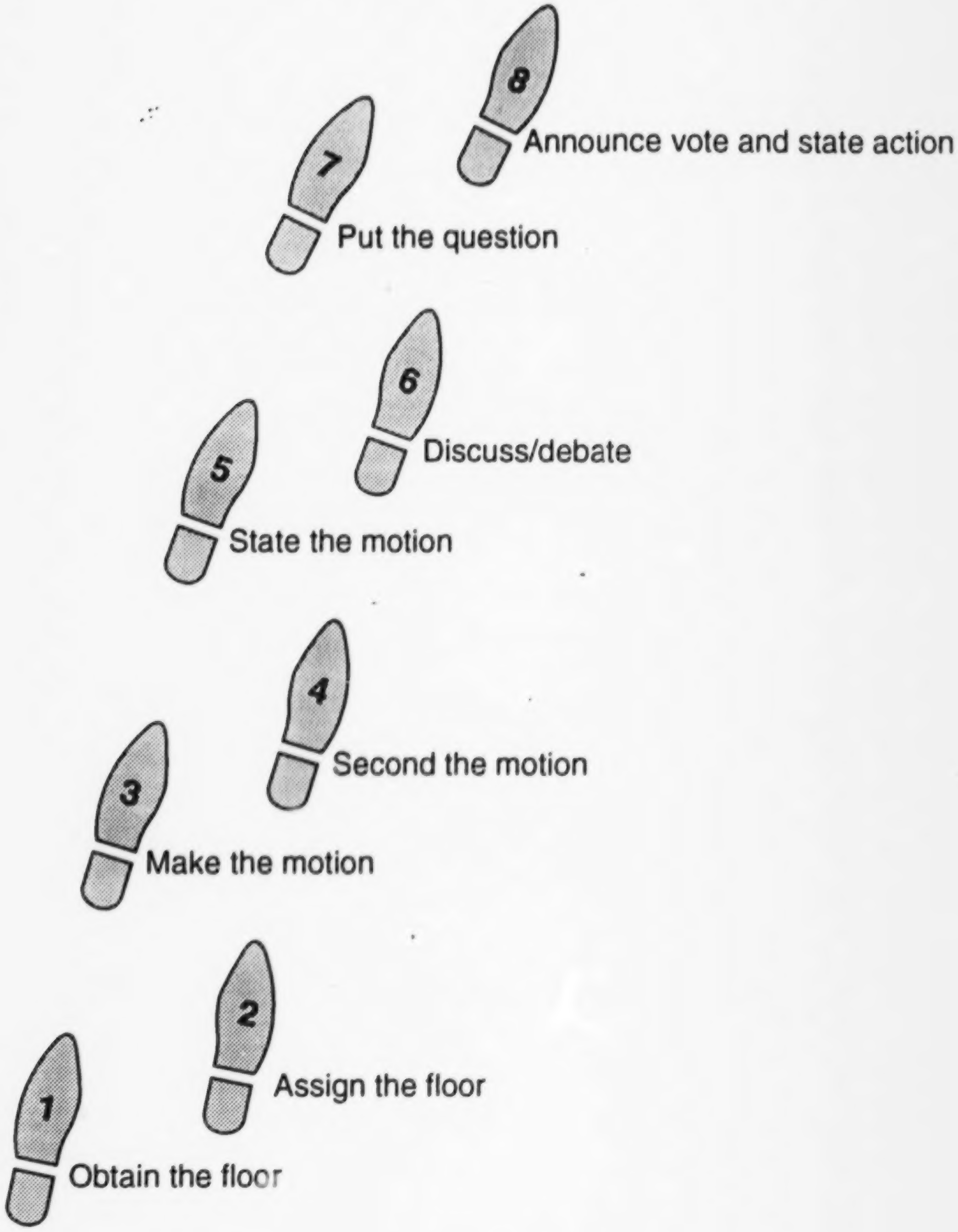
Summary of Motions

Kind	Second Required	Debatable	Amendable	Vote Required	Can be Reconsidered
Fix the time at which to adjourn	Yes	No	Yes	M	Yes
Adjourn	Yes	No	No	M	No
Recess	Yes	No	Yes	M	No
Raise a question of privilege	No	No	No	Chair grants	No
Call for the orders of the day	No	No	No	Demand	No
Lay on the table	Yes	No	No	M	No
Previous question	Yes	No	No	$^2/_3$	Yes
Limit debate	Yes	No	Yes	$^2/_3$	Yes*
Postpone definitely	Yes	Yes	Yes	M*	Yes
Commit	Yes	Yes	Yes	M	Yes*
Amend	Yes	Yes*	Yes	M	Yes
Postpone indefinitely	Yes	Yes	No	M	Affirm only
Main motion	Yes	Yes	Yes	M	Yes
Appeal	Yes	Yes*	No	Majority in negative	Yes
Consideration by paragraph	Yes	No	Yes	M	No
Division of the assembly	No	No	No	Demand	No
Division of a question	Yes	No	Yes	M	No
Objection to the consideration	No	No	No	$^2/_3$ opposed	Negative only
Parliamentary inquiry	No	No	No	Chair answers	No
Point of order	No	No	No	Chair rules	No
Suspend the rules	Yes	No	No	$^2/_3$	No
Reconsider	Yes	Yes*	No	M	No
Take from the table	Yes	No	No	M	No

* See *Robert's Rules of Order, Newly Revised* for exceptions.

Steps to Process a Main Motion

(Rule of Eight)



Announce vote and state action

Put the question

Discuss/debate

State the motion

Second the motion

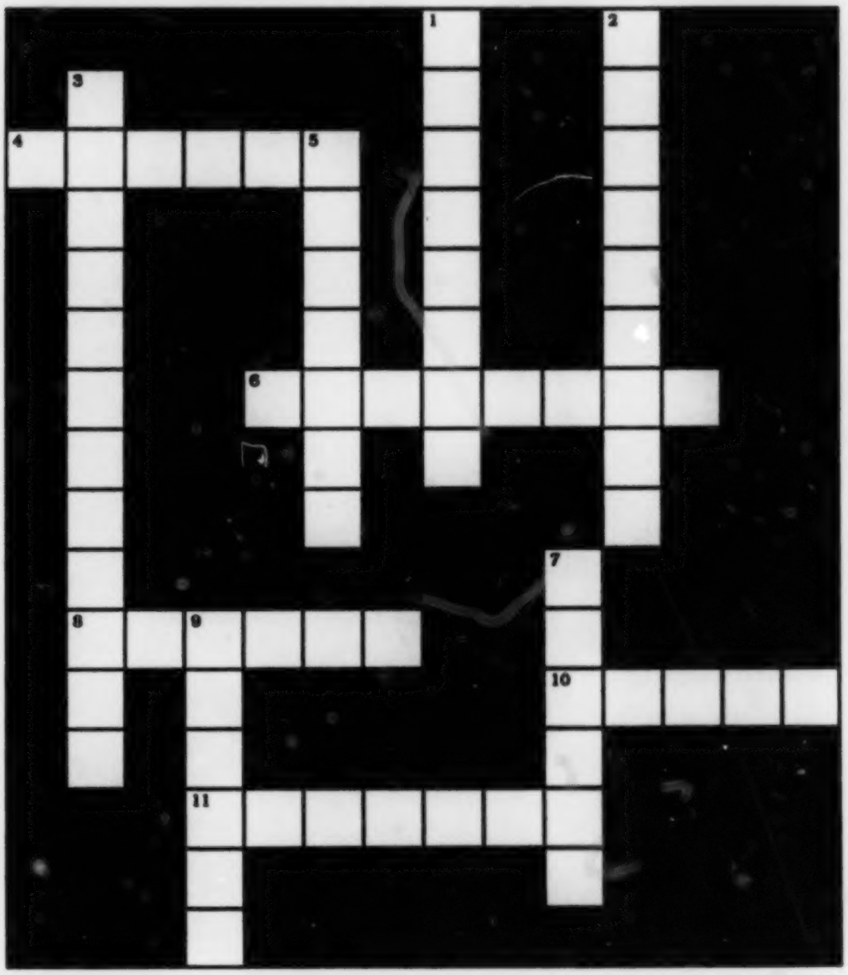
Make the motion

Assign the floor

Obtain the floor

Parliamentary Procedure Crossword Puzzle

Fill in the puzzle using the clues on the following page. Use outside references as needed to answer the questions.



Crossword Puzzle Clues

ACROSS

4. The number of members needed to be present to legally transact business
6. Less than half
8. Formal discussion of a motion
10. The presiding officer of the meeting
11. To officially close the meeting

DOWN

1. A demand by a single member that the vote be retaken by rising
2. A small group of people designated to perform a specific function
3. Set of rules for conducting a meeting in an organized and efficient manner
5. A single official gathering of a society's members to transact business
7. Another member agrees that the motion should come before the assembly
9. The document that contains an organization's own basic rules relating principally to itself as an organization, rather than to the parliamentary procedure it follows

ASSIGNMENT SHEET 1

PARLIAMENTARY PROCEDURE

3

Name ______________________________ Score __________

OBJECTIVE 13

Discuss parliamentary procedure motions.

INTRODUCTION

As a member of a DECA chapter, you will be a part of the decision-making body of the chapter. The chapter meeting is a place where chapter business is conducted and where decisions are made. Meetings go more smoothly when correct parliamentary procedures are used.

DIRECTIONS

Research and Reference
- Locate resources

Functional Reading
- Interpret graphics and symbols

Composition
- Use complete sentences

The purpose of this assignment sheet is to familiarize you with the types of motions and how they are used. The table found in the Extensions and Options section summarizes and classifies the types of motions. Be sure to include information about whether the motion requires a second, is debatable, is amendable, what type of vote is required, and whether the motion can be reconsidered. Use the information found in the Information Sheets and Extensions and Options to answer the questions.

1. Fix the time at which to adjourn ______________________________

____

____

2. Adjourn ______________________________

____

____

3. Recess ______________________________

____

____

4. Raise a question of privilege ______________________________

____

____

5. Call for the orders of the day

6. Lay on the table

7. Previous question

8. Limit debate

9. Postpone definitely

10. Commit

11. Amend

12. Postpone indefinitely

13. Main motion ______________________________

____

____

14. Appeal ______________________________

____

____

15. Consideration by paragraph ______________________________

____

____

16. Division of the assembly ______________________________

____

____

17. Division of a question ______________________________

____

____

18. Objection to the consideration ______________________________

____

____

19. Parliamentary inquiry ______________________________

____

____

20. Point of order ______________________________

____

____

21. Suspend the rules ______________________________

____

____

22. Reconsider ______________________________

____

____

23. Take from the table ______________________________

____

____

24. Rescind ______________________________

____

____

25. Withdraw ______________________________

____

____

ASSIGNMENT SHEET 2

PARLIAMENTARY PROCEDURE

3

Name ______________________________ Score __________

OBJECTIVE 14

Research and Reference
- Select useful resources

Functional Reading
- Use content area vocabulary

Answer questions about parliamentary procedure.

It takes a great deal of study and practice to learn the correct use of parliamentary procedure.

Use your Information Sheets to answer the following questions.

1. Name two motions that require a two-thirds vote.

   a. ______________________________

   b. ______________________________

2. What is the purpose of a motion? ______________________________

   ____

3. What is the purpose of an amendment? ______________________________

   ____

4. Name five motions that do not require a second.

   a. ______________________________

   b. ______________________________

   c. ______________________________

   d. ______________________________

   e. ______________________________

5. Name four motions that are not amendable.

   a. ______________________________

   b. ______________________________

   c. ______________________________

d. ____________________

6. Name three ways a motion may be amended.

a. ____________________

b. ____________________

c. ____________________

	Yes	No
7. Is the motion to take from the table debatable?	____	____
8. Does the motion to adjourn have to be seconded?	____	____
9. Does an amendment require a second before it can be discussed?	____	____
10. Is the motion to lay on the table debatable?	____	____
11. Does the motion to suspend the rules require a two-thirds vote?	____	____
12. Is it necessary to rise when seconding a motion?	____	____
13. Is the motion to lay on the table a subsidiary motion?	____	____
14. Is the motion to amend always amendable?	____	____
15. Does the motion to amend always require a second?	____	____
16. Is the motion to amend always debatable?	____	____
17. May the motion to amend be reconsidered?	____	____
18. Does the motion to lay on the table require a second?	____	____
19. Is the motion to lay on the table amendable?	____	____
20. Does the motion to lay on the table require a majority vote?	____	____

	Yes	No
21. Is the motion to adjourn debatable?	___	___
22. May members discuss a motion before it is seconded?	___	___
23. May a motion to refer to a committee be debated?	___	___
24. Is a majority vote required in order to confirm a point of order?	___	___
25. Does a tie vote on an appeal reverse the decision of the chair?	___	___

ASSIGNMENT SHEET 3

PARLIAMENTARY PROCEDURE

3

Name ______________________________ Score __________

OBJECTIVE 15

Process a motion using the rule of eight.

Research and Reference
- Select useful resources

Functional Reading
- Use content area vocabulary

Chapter members are responsible for using correct procedures to process a motion that is before the membership. Although it is a simple process, it requires some practice.

Write the correct order to process a motion for the situations below.

1. Write the steps necessary to move the main motion, which is "The chapter will have a party on Friday, March 15 at 6:30 P.M."

   a. ______________________________
   b. ______________________________
   c. ______________________________
   d. ______________________________
   e. ______________________________
   f. ______________________________
   g. ______________________________
   h. ______________________________

2. Write the correct steps to amend the main motion by changing the time from 6:30 P.M. to 7:30 P.M.

   a. ______________________________
   b. ______________________________
   c. ______________________________
   d. ______________________________

e. ______________________________

f. ______________________________

g. ______________________________

h. ______________________________

ASSIGNMENT SHEET 4

PARLIAMENTARY PROCEDURE

3

Name ______________________________ Score __________

OBJECTIVE 16

Use parliamentary procedure to conduct or participate in a mock chapter meeting.

INTRODUCTION

To better understand the use of parliamentary procedure, you need to use it in a meeting situation. This activity will help you see how motions are presented and what they are used for. This assignment will help you practice the procedure so you will have a better understanding and will be able to use it more effectively in a meeting situation.

INSTRUCTIONS

Break into groups of 4-6 people. Begin by selecting a person to act as the chair or president of the group. Each group will represent a DECA chapter holding a general business meeting and will make a presentation of their parliamentary skills in front of the class.

Use one of the following situations or create one of your own to practice and present to the class. Practice making several different types of motions, referring to the Information Sheets as needed for clarification of motions and their uses. Each group should present a minimum of five motions and presentations should last no longer than 10 minutes.

SITUATION 1

Your chapter needs to run a fundraising project to help pay for the upcoming field trip. You can run only one fundraiser in the time allotted but there have been several suggestions as to the type of fundraiser you should run. Use parliamentary procedure to conduct a meeting to select your fundraiser for the chapter.

SITUATION 2

Your chapter officers have decided to have a party to promote the chapter to prospective members. The chapter needs to approve the party and determine the date and time, theme, refreshments, and activities. The officers set October 1 at 6:30 P.M. as the date and time for the party. No theme, refreshments, or activities have been determined. There is also a conflict with the date of the party—there is a football game that evening. Use parliamentary procedure to conduct a meeting to decide on details of the party.

Functional Reading
- Use content area vocabulary

Oral Presentation
- Select/use words effectively

Interactive
- Work effectively in a group

General Relating
- Participate in group activities

WRITTEN TEST

PARLIAMENTARY PROCEDURE

3

Name ______________________________ Score __________

OBJECTIVE 1

Match terms associated with parliamentary procedure to their correct definitions. Write the correct letters in the blanks.

a. second
b. rules of order
c. bylaws
d. meeting
e. chair
f. committee
g. debate
h. minority
i. division
j. quorum
k. adjourn
l. amend
m. motion

____ 1. To close or terminate a meeting

____ 2. An official gathering of an organization's members in order to transact business

____ 3. Less than half

____ 4. A small group of people designated to perform a specific function

____ 5. Another member agrees that a motion should come before the assembly

____ 6. Set of rules for conducting a meeting in an organized and efficient manner

____ 7. The number of members needed to be present to legally transact business

____ 8. Formal discussion of a motion

____ 9. A demand by a single member that the vote be retaken by rising

____ 10. The document that contains an organization's own basic rules relating principally to itself as an organization, rather than to the parliamentary procedure it follows

May be photocopied for student use.

____ 11. The presiding officer of the meeting

____ 12. A proposal for action

____ 13. To formally alter or change

OBJECTIVE 2

Select from a list the purposes of parliamentary procedure. Write an "X" in the blank before each correct answer.

____ 1. Allowing the majority to rule while respecting the rights of the minority

____ 2. Limiting the debate to five minutes

____ 3. Letting the president control the intent of the meeting

____ 4. Protecting the rights of individual members

____ 5. Allowing only those present a voice

____ 6. Allowing equal rights for all members or participants

____ 7. Controlling what the chapter does

____ 8. Allowing full and free debate

____ 9. Handling up to four items at a time

____ 10. Demonstrating democracy in action

____ 11. Protecting the rights of the absentee members

____ 12. Pursuing only one item of business at a time

OBJECTIVE 3

State the function of the gavel. Write your answer in the space provided.

____

____

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OBJECTIVE 4

Identify methods of voting. Write the correct letters in the blanks.

a. voice vote	e. rising vote
b. proxy voting	f. voting by mail
c. ballot vote	g. show of hands
d. roll call vote	

____ 1. Members vote by standing

____ 2. Members vote by saying "aye" or "no"

____ 3. Members cast a secret, written vote

____ 4. A power of attorney is given by one person to another to vote in their stead

____ 5. Members vote when their name is called

____ 6. Members vote by raising their hands

____ 7. Members send in their vote by mail

OBJECTIVE 5

Discuss types of motions. Write your answers in the space provided.

1. Main ____

____

____

2. Subsidiary ____

____

____

3. Privileged ____

____

____

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4. Incidental ______________________________

____

____

5. Restorative ______________________________

____

____

OBJECTIVE 6

Match types of motions to their correct classifications. Write the correct letters in the blanks. Answers may be used more than once.

a. subsidiary
b. main
c. privileged
d. incidental
e. restorative

____ 1. Objection to the consideration of the question

____ 2. Main motion or main question

____ 3. Point of order

____ 4. Amend

____ 5. Commit (refer to a committee)

____ 6. Parliamentary inquiry

____ 7. Adjourn

____ 8. Lay on the table

____ 9. Division of the assembly

____ 10. Postpone definitely

____ 11. Suspend the rules

____ 12. Previous question

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____ 13. Limit or extend limits of debate

____ 14. Appeal

____ 15. Take from the table

____ 16. Postpone indefinitely

____ 17. Reconsider

____ 18. Raise the question of privilege

____ 19. Recess

____ 20. Fix the time at which to adjourn

____ 21. Division of a question

____ 22. Call for the orders of the day

____ 23. Consideration by paragraph

____ 24. Rescind

____ 25. Withdraw a motion

May be photocopied for student use.

OBJECTIVE 7

Match parliamentary procedures to their correct uses during a meeting. Write the correct letters in the blanks.

a. adjourn
b. main motion
c. postpone indefinitely
d. division of the assembly
e. rescind
f. lay on the table
g. limit debate
h. amend
i. commit or refer to a committee
j. take from the table
k. previous question
l. appeal
m. suspend the rules
n. withdraw a motion
o. objection to consideration of the question
p. raise the question of privilege
q. fix the time to which to adjourn
r. reconsider
s. parliamentary inquiry
t. point of order
u. postpone definitely
v. recess
w. division of a question
x. call for the orders of the day
y. consider by paragraph

____ 1. Questions the chair's decision on a voice vote

____ 2. Presents business for action

____ 3. Cancels action taken by the chapter

____ 4. Kills the main motion

____ 5. Defers a matter for a specified time

____ 6. Sets a matter aside so more urgent matters can be considered

____ 7. Establishes a length of time for discussion

____ 8. Changes or modifies

____ 9. Takes up an item that was laid on the table

____ 10. Lets a few members attend to a matter

____ 11. Allows a member to question the decision of the chair

____ 12. Stops debate and amendments; orders an immediate vote

____ 13. Calls attention to a procedural error

May be photocopied for student use.

____ 14. Sets the rules aside for a specific reason; nothing else can be done during the suspension

____ 15. Asks a question relating to a parliamentary procedure

____ 16. Prevents a motion from being voted upon

____ 17. Provides an opportunity to vote a second time on a matter

____ 18. Determines whether a question is in accord with the bylaws

____ 19. Sets a time for the next meeting

____ 20. Attends to the well-being and comfort of the chapter members

____ 21. Dismisses members from the meeting

____ 22. Breaks up a question even more than a division of a question; breaks complex questions or resolutions down by paragraph, section, etc. so each can be considered separately

____ 23. Breaks up a question so each resolution can be considered and voted on separately

____ 24. Keeps the meeting on track; makes the assembly follow the program, agenda, or order of business

____ 25. Provides for a break in the meeting or an intermission

OBJECTIVE 8

Arrange in order the steps in the progression of a motion (Rule of Eight). Write a "1" before the first step, a "2" before the second step, and so on.

____ The assembly debates and/or amends the motion.

____ The member proposes the motion.

____ A member rises and addresses the presiding officer.

____ The result of the vote is announced.

____ The presiding officer states the motion.

____ The member is recognized.

May be photocopied for student use.

____ The presiding officer take the vote.

____ Another member seconds the motion without rising or addressing the chair.

OBJECTIVE 9

State the purpose of a motion to amend. Write your answer in the space provided.

____

____

OBJECTIVE 10

List ways to amend a motion. Write your answers in the spaces provided.

1. ____
2. ____
3. ____

OBJECTIVE 11

Select from a list the duties of a chapter president. Write an "X" in the blank before each correct answer.

____ 1. Appointing committees

____ 2. Deciding the order of speakers

____ 3. Voting on all motions introduced

____ 4. Enforcing good decorum in debate

____ 5. Influencing a vote by giving own opinion

____ 6. Seconding motions

____ 7. Deciding on points of order

____ 8. Restraining speakers within the limits of the rules

____ 9. Favoring friends and senior members

____ 10. Remaining impartial

____ 11. Avoiding influencing a vote by commenting on a motion

May be photocopied for student use.

OBJECTIVE 12

List the desired characteristics of a chapter parliamentary procedure team member. Write your answers in the space provided.

1. ____________________
2. ____________________
3. ____________________
4. ____________________
5. ____________________
6. ____________________
7. ____________________
8. ____________________

OBJECTIVES 13-16

Evaluated on Assignment Sheets 1-4.

May be photocopied for student use.

ACTIVITY SHEET

Answers to the crossword puzzle

							1 D			2 C			
	3 R						I			O			
4 Q	U	O	R	U	5 M		V			M			
	L				E		I			M			
	E				E		S			I			
	S				T		I			T			
	O			6 M	I	N	O	R	I	T	Y		
	F				N		N			E			
	O				G					E			
	R								7 S				
	8 D	E	9 B	A	T	E			E				
	E		Y						10 C	H	A	I	R
	R		L						O				
			11 A	D	J	O	U	R	N				
			W						D				
			S										

ASSIGNMENT SHEETS

OBJECTIVE 13

Assignment Sheet 1

Answers should include the following:

1. Fix the time at which to adjourn – this motion requires a second and is not debatable; it is amendable and can be reconsidered; it requires a majority vote to pass
2. Adjourn – this motion requires a second and is not debatable or amendable; a majority vote is required and the motion cannot be reconsidered
3. Recess – this motion requires a second, is not debatable but is amendable; it requires a majority vote and cannot be reconsidered
4. Raise a question of privilege – this motion does not require a second, is not debatable or amendable; it cannot be reconsidered and the chair grants the motion
5. Call for the orders of the day – this motion does not require a second, is not debatable or amendable; it cannot be reconsidered and it is enacted by demand
6. Lay on the table – a second is required to lay a question on the table; this motion is not debatable and cannot be amended; it requires a majority vote and cannot be reconsidered
7. Previous question – this motion requires a second and is not debatable; it is not amendable and requires a 2/3 vote for passage; it can be reconsidered
8. Limit debate – this motion requires a second and is amendable; it is not debatable and requires a 2/3 vote; it can be reconsidered
9. Postpone definitely – this motion requires a second and is debatable and amendable; it requires a majority vote and can be reconsidered
10. Commit – this motion requires a second and is debatable and amendable; it requires a majority vote and can be reconsidered

11. Amend – this motion requires a second and is debatable and amendable; it requires a majority vote and can be reconsidered

12. Postpone indefinitely – this motion requires a second and is debatable; it is not amendable and requires a majority vote; an affirmative vote can be reconsidered but a negative vote cannot

13. Main motion – this motion requires a second and is debatable and amendable; it requires a majority vote and can be reconsidered

14. Appeal – this motion requires a second and is debatable; it is not amendable and can be reconsidered; it requires a majority in negative for passage.

15. Consideration by paragraph – this motion requires a second and is not debatable; it is amendable and requires a majority vote; it cannot be reconsidered

16. Division of the assembly – this motion does not require a second, is not debatable or amendable; it cannot be reconsidered and it is enacted by demand

17. Division of a question – this motion requires a second and is not debatable; it is amendable and requires a majority vote for passage; it cannot be reconsidered

18. Objection to the consideration – this motion does not require a second and cannot be debated or amended; it requires 2/3 opposed vote; a negative vote can be reconsidered

19. Parliamentary inquiry – this requires no second and cannot be amended or debated; the chair answers the question and it cannot be reconsidered

20. Point of order – this motion does not require a second and it is not debatable or amendable; the chair rules on the question and it is not open for reconsideration

21. Suspend the rules – a second is required for this motion; it is not debatable or amendable and requires a 2/3 majority for passage; it cannot be reconsidered

22. Reconsider – this motion requires a second and is debatable; it is not amendable and requires a majority vote; it cannot be reconsidered

23. Take from the table – this motion requires a second and is not debatable or amendable; it requires a majority vote and cannot be reconsidered

24. Recind – this motion requires a second and is debatable; it is amendable and requires a majority vote; a negative vote can be reconsidered

25. Withdraw – this motion does not require a second and cannot be debated or amended; it requires a majority vote; a negative vote can be reconsidered

OBJECTIVE 14

Assignment Sheet 2

1. Answers should include any two of the following:
    a. Objection to consideration of the question
    b. Limit debate
    c. Suspend the rules
    d. Previous question
2. Presents business for action
3. To modify, change, or clarify a motion
4. Answers should include any five of the following:
    a. Question of privilege
    b. Point of order
    c. Division of the assembly
    d. Parliamentary inquiry
    e. Objection to consideration of the question
    f. Call for the orders of the day

5. Answer should include any four of the following:
    a. Adjourn
    b. Question of privilege
    c. Point of order
    d. Appeal
    e. Suspend the rules
    f. Division of the assembly
    g. Parliamentary inquiry
    h. Lay on the table
    i. Previous question
    j. Call for the orders of the day
    k. Objection to consideration of the question
    l. Postpone indefinitely
    m. Take from the table
    n. Reconsider
    o. Withdraw

6. a. Inserting or adding
    b. Striking out
    c. Striking out and inserting

7. No

8. Yes

9. Yes

10. No

11. Yes

12. No

13. Yes

14. Yes

15. Yes

16. No

17. Yes

18. Yes

19. No

20. Yes

21. No

22. No

23. Yes

24. No

25. No

OBJECTIVE 15

Assignment Sheet 3

Answer should include the following:

1. a. A member rises and addresses the presiding officer.
   b. The member is recognized.
   c. The member says, "I move that our chapter have a party on Friday, March 15, at 6:30 P.M."
   d. Another member seconds the motion.
   e. The presiding officer states the motion.
   f. The motion is debated.
   g. The presiding officer takes the vote.
   h. The result of the vote is announced.
2. a. A member rises and addresses the presiding officer.
   b. The member is recognized.

c. The member says, "I move to amend the main motion by striking out 6:30 P.M. and inserting 7:30 P.M."

d. Another member seconds the amendment.

e. The presiding officer states the amendment.

f. The amendment is debated.

g. The presiding officer takes the vote on the amendment.

h. The result of the vote is announced.

OBJECTIVE 16

Assignment Sheet 4

To be evaluated to instructor's satisfaction.

WRITTEN TEST

OBJECTIVE 1

1. k
2. d
3. h
4. f
5. a
6. b
7. j
8. g
9. i
10. c
11. e
12. m
13. l

OBJECTIVE 2

1, 4, 6, 8, 10, 11, 12

OBJECTIVE 3

The function of the gavel is to exercise authority in support of self-government and orderly procedure.

OBJECTIVE 4

1. e
2. a
3. c
4. b
5. d
6. g
7. f

OBJECTIVE 5

- **main motion** – the basis of all parliamentary procedure; provides a method of bringing business before the assembly for consideration and action; can only be introduced if no other business is pending

- **subsidiary motions** – motions that may be applied to another motion for the purpose of modifying it, delaying action on it, or disposing of it

- **privileged motions** – motions that have no relation to the pending question, but are of such urgency or importance that they are entitled to immediate consideration; relate to members and to the organization, rather than to particular items of business

- **incidental motions** – motions that arise out of a pending question, out of a question that has just been pending, or relate to the business of the assembly; usually apply to the methods of transacting business rather than to the business itself; have no rank among themselves because they are in order whenever they are incidental to the business of the assembly

- **restorative motions** – motions that bring a question before the assembly for consideration a second or subsequent time

OBJECTIVE 6

1. d
2. b
3. d
4. a
5. a
6. d
7. c
8. a
9. d
10. a
11. d
12. a
13. a
14. d
15. e
16. a
17. e
18. c
19. c
20. c
21. d
22. c
23. d
24. d
25. d

OBJECTIVE 7

1. d
2. b
3. e
4. c
8. h
9. j
10. i
11. l
15. s
16. n
17. r
18. o
22. y
23. w
24. x
25. v

5. u
6. f
7. g
12. k
13. t
14. m
19. q
20. p
21. a

OBJECTIVE 8

6, 3, 1, 8, 5, 2, 7, 4

OBJECTIVE 9

The purpose of a motion to amend is to modify the wording, and within certain limits the meaning, of a pending motion before the pending motion itself is acted upon.

OBJECTIVE 10

1. Inserting or adding
2. Striking out
3. Striking out and inserting

OBJECTIVE 11

2, 4, 7, 8, 10, 11

OBJECTIVE 12

Answer should include the following:

- The desire to work
- The ability to use parliamentary procedure
- A strong, clear voice
- A calm demeanor
- Self-confidence
- Humility
- Dependability and reliability
- Patience

OBJECTIVES 13-16

Evaluated on Assignment Sheets 1-4.

OBJECTIVE SHEET

BECOMING A DECA LEADER

4

INTRODUCTION

Look around the room. Who do you consider to be a leader? Are there several of your classmates you consider leaders? Leaders are everywhere. Without them we would most likely be in a state of chaos. Leadership is a skill that you will develop as a member of DECA. It is a skill that you will use in many different situations throughout your life. This unit will help define leadership, identify characteristics of a leader, and help you have a better understanding of the leadership role.

UNIT OBJECTIVE

After completing this unit, you will show the following competencies by mastering the activities on the Assignment Sheets and by scoring at least 85% on the Written Test.

SPECIFIC OBJECTIVES

1. Match terms associated with leadership to their correct definitions.
2. State the definition of leadership.
3. List characteristics of a leader.
4. Discuss reasons for becoming a good leader.
5. Select from a list steps in becoming a good leader.
6. Match styles of leadership to their characteristics.
7. State ways to demonstrate leadership.
8. Select from a list characteristics of a strong DECA member.
9. Select from a list characteristics of a strong DECA chapter leader.
10. List the ways to make a good first impression.
11. Select from a list proper manners to use when eating in public.
12. Match roles found in groups to their correct descriptions.
13. List types of groups or organizations where leadership skills may be used.

14. Complete a community leadership survey. (Assignment Sheet 1)

15. Rate yourself as a leader. (Assignment Sheet 2)

16. Interview a person in a leadership role. (Assignment Sheet 3)

17. Complete the Production Company Simulation. (Assignment Sheet 4)

18. Tie a necktie or scarf. (Job Sheet)

SUGGESTED ACTIVITIES

BECOMING A DECA LEADER

4

PREPARATION

- Review the unit and plan your presentation.
- Determine the scope and sequence of objectives you add. Design and develop support materials, including evaluation techniques for additional objectives.
- Review the teaching suggestions and plan classroom activities.
- Determine how you will schedule time for students to demonstrate competence in the required procedures.
- Order materials to supplement the unit.
- Order videos.
- Invite guest speakers.

  ☑ **NOTE:** Please provide the guest speaker with the specific topic relevant to the unit of instruction ahead of time. You may want to supply the Objective Sheet, Information Sheets, and any other components you want the speaker to cover. Confirm the scheduled appearance two to three days prior to the presentation.

- Help your students make appointments to complete Assignment Sheet 2. Make suggestions or recommendations as needed.

DELIVERY

Objective 1: Match terms associated with leadership to their correct definitions.
Objective 2: State the definition of leadership.

- Help your students develop personal meaning from the word "leadership."
- Write the names of several leaders on the chalkboard. Ask your students if they can identify or associate with any of them. Why or why not? Ask your students what leadership qualities they associate with each leader.

  - Dr. Martin Luther King, (civil rights leader; headed the Southern Christian Leadership Conference)
  - John F. Kennedy (president of the United States; first Catholic president)
  - Vince Lombardi (coach of Green Bay Packers and Washington Redskins)
  - Neil Armstrong (astronaut; first man on the moon)
  - Gloria Steinem (feminist leader)
  - Shirley Temple Black (diplomat; former actress)

- Use Transparency Master 1.

Objective 3: List characteristics of a leader.
Objective 4: Discuss reasons for becoming a good leader.

- Ask your students to write the names of at least six national and world leaders that they admire and the names of leaders they do not admire. Ask the students to discuss why they do or do not respect these leaders.

- Use Transparency Master 2.

Objective 5: Select from a list steps in becoming a good leader.

- Carefully explain the steps in becoming a good leader.

- Ask your students how they think the leaders mentioned previously became leaders.

- Ask your students how they might become better leaders in school.

Objective 6: Match styles of leadership to their characteristics.

- Use Transparency Master 3.

- Ask your students how they would categorize the leaders that were discussed earlier.

- Make a list of various leaders in your community or school on the chalkboard and have your students place each leader in the right category.

  ☞ **NOTE:** Explain to your students that the categorization that the class arrives at for particular leaders may or may not be exact. You may also add that under given situations, a leader may be required to change his or her leadership style.

Objective 7: State ways to demonstrate leadership.

- Help students begin to realize that leadership is displayed in many ways.

Objective 8: Select from a list characteristics of a strong DECA member.
Objective 9: Select from a list characteristics of a strong DECA chapter leader.

- Emphasize that the DECA membership is the only viable source for good DECA leaders and officers; discuss characteristics of good members. Have students complete Assignment Sheet 1.

- Emphasize the relationship between membership and leadership that must exist in any successful organization.

- Introduce the idea that psychologists say that we, the followers, set the limits for what our leaders are to be, and where we want them to lead us. Ask your students to react.

- Write selected quotations on the chalkboard to help your students focus on the relationship between leaders and followers. Quotes might include the following or other quotes you find personally meaningful.

> *"I make progress by having people around me who are smarter than I am—and listening to them. And I assume that everyone is smarter about something than I am."*
>
> *Henry Kaiser*
> *Industrialist*

> *"No man will make a great leader who wants to do it all himself or to get all the credit for doing it."*
>
> *Andrew Carnegie*
> *Industrialist*

Objective 10: List the ways to make a good first impression.

- Emphasize the importance of leaders making a good first impression.
- Have students practice ways to make a good first impression.

Objective 11: Select from a list proper manners to use when eating in public.

- Invite a resource person to discuss the importance of using good manners while eating in public.

Objective 12: Match roles found in groups to their correct descriptions.

- Use Transparency Masters 4-8 to discuss roles found in groups.

Objective 13: List types of groups or organizations where leadership skills may be used.

- Have each of your students list organizations in which they feel leadership skills are necessary and those in which leadership skills are not necessary. Write the answers on the chalkboard and discuss the results.

  ☞ **NOTE:** After you have discussed the results, explain to your students that all organizations require leadership skills.

Objective 14: Complete a community leadership survey.
Objective 15: Rate yourself as a leader.

- Have student complete Assignment Sheets 1 and 2.

Objective 16: Interview a person in a leadership role.

- Help your students select a variety of people to interview.
- Have your students complete Assignment Sheet 3 and give their oral presentations in class. Remind them that improving public speaking skills is part of becoming a good leader.

Objective 17: Complete the Production Company Simulation.

- Prepare for the production company simulation.

- Make copies of the box pattern for each group (groups should have 6-8 people).

- Have plenty of needed materials on hand.

- Cut slips of paper and write production problems on each.

  EXAMPLE: Employees strike (do not allow anyone to work the first two minutes of the next round)

  Two employees do not show up for work (two players are removed from the team)

  Two employees are late for work (two players sit out the first minute of the next round)

  Equipment was not properly cared for and, consequently, broke down (team cannot use the scissors for the first two minutes of the next round)

  Shortage of raw materials (reduce the amount of construction paper available)

  Equipment was not properly cared for and, consequently, broke down (team cannot use tape for the first minute of the next round)

- Demonstrate how to make the boxes before beginning the exercise.

- Create a master tally chart on the chalkboard so each group can record their results.

EXAMPLE:

	NUMBER OF BOXES							
	Company Name		Company Name		Company Name		Company Name	
	Goal	Produced	Goal	Produced	Goal	Produced	Goal	Produced
Example	5	2	6	4	3	3	4	3
Period 1								
Period 2								
Period 3								
Period 4								

Objective 18: Tie a necktie or scarf. (Job Sheet)

- Have students complete the Job Sheet.

EVALUATION

Pretest

- Use the unit Written Test for **both** the pretest and posttest. Give the students the pretest before they begin the unit.

- You may wish to use the CIMC publication *Measuring Learning and Competency Gains: The Pretest/Posttest Approach* for instructions and suggestions on giving pretests and using the results. Information for ordering this material is included in the Optional Resources section.

Focus Assignments

- Use an informal evaluation of the focus assignments as a diagnostic tool for determining if any students need extra help in reading comprehension or writing skills. Refer students to their English instructor, Learning Resource Center, or Educational Enhancement Center.

Assignment Sheet

- Evaluate students on Assignment Sheet activities if not previously done. Students must repeat an Assignment Sheet until they have mastered the activity.

Posttest

- After they have completed the unit, give students the Written Test again.
- Explain to the students that they will be asked to demonstrate on the Written Test actions listed in the specific objectives.
- You may wish to use the CIMC publication *Measuring Learning and Competency Gains: The Pretest/Posttest Approach* for instructions and suggestions on giving pretests and using the results. Information for ordering this material is included in the Optional Resources section.
- Reteach and retest as necessary to meet individual student needs and state standards for student learning and competency gains.
- Review individual and group performance to evaluate teaching effectiveness. Adjust scope, sequence, or instructional methods for additional lessons as required.

OPTIONAL RESOURCES

Publications

- Hersey, Paul. *The Situational Leader.* New York: Warner Books.
- Hersey, Paul and Kennith H. Blanchard. *Management of Organizational Behavior: Utilizing Human Resources.* Old Tappen, NY: Prentice-Hall, Inc.
- *Measuring Learning and Competency Gains: The Pretest/Posttest Approach.* Stillwater, OK: CIMC, Oklahoma Department of Vocational and Technical Education, 1992. For ordering information call 800-522-5810.
- Shinn, George. *Leadership Development.* New York: McGraw-Hill, Inc.

Videos

- *Choose to Lead, Parts I, II, and III.* This is a series of three video tapes that can be used separately or together. The series gives the students a real look at who they are and who they want to be. These videos are available to Oklahoma teachers on a free loan basis from the Oklahoma Department of Vocational and Technical Education, Resource Center, ATTN: Instructional Media Specialist, 1500 West Seventh Avenue, Stillwater, OK 74074. (Color, VHS, each tape is 30 minutes in length)

- *The Miracle Man.* This tape is available from American Media, Inc. 1454 30th Street, Suite 105, West Des Moines, Iowa 50265. You may also call 800-262-2557.

UNIT REFERENCES

Publications

- Patton, Bob, et. al. *VICA: Learn, Grow, Become.* Stillwater, Oklahoma: Oklahoma Department of Vocational and Technical Education/Curriculum and Instructional Materials Center, 1984.
- Patton, Bob, and Cecil Cox. *Vocational Agriculture III.* Stillwater, Oklahoma: Oklahoma Department of Vocational and Technical Education/Curriculum and Instructional Materials Center, 1978.

INFORMATION SHEET

BECOMING A DECA LEADER

4

OBJECTIVE 1

Match terms associated with leadership to their correct definitions.

- **attitude** – a state of mind; can be positive (good) or negative (bad)
- **autocratic** – leadership style in which the leader has absolute rule and authority
- **democratic** – form of leadership in which the majority rules
- **follower** – person who follows the guidance or direction of another
- **laissez faire** – informal style of leadership; lets everyone do as they wish with no interference from the leader
- **lead** – to guide or direct
- **leader** – person who guides or leads others; someone who gets others to do things

OBJECTIVE 2

State the definition of leadership.

- Leadership is a combination of qualities which inspires confidence, draws others toward the leader, and causes them to follow.

OBJECTIVE 3

List characteristics of a leader.

The characteristics of a good leader include:

- able to give praise and recognition
- caring/concerned about others
- cooperative
- diplomatic
- energetic
- enthusiastic
- goal oriented
- good listener
- good communicator
- hard working
- honest
- humble
- inspiring
- neatly dressed and groomed
- open minded
- polite
- positive attitude
- professional
- responsible
- self confident/assured
- sense of humor
- tactful
- tolerant
- well mannered

OBJECTIVE 4

Discuss reasons for becoming a good leader.

- Strong leadership is needed in all areas of your life. We need leaders in the workplace, in government, and in civic organizations. Being a good leader will help you in many situations.
- It is a challenge to learn leadership skills. We all need goals and challenges to make our lives interesting and fulfilling.
- In becoming a good leader, you create and build respect for other people. As a good leader, you learn to respect differences in culture, beliefs, and viewpoints.
- In the process of becoming a good leader, you are able to grow and mature. This growth can help you achieve more and reach your goals.

OBJECTIVE 5

Select from a list steps in becoming a good leader.

☑ **NOTE:** Leaders are made, not born.

- Study the qualities of a good leader.
- Evaluate your strong and weak points.
- Become a good follower.

  ☑ **NOTE:** It is important to become a good follower before becoming a good leader.

- Develop goals and a plan for training yourself as a leader.
- Be yourself.

  ☑ **NOTE:** You can become a good leader by building on who you are. If you are not true to yourself, you are being dishonest to everyone.

OBJECTIVE 6

Match styles of leadership to their characteristics.

☑ **NOTE:** The most successful leader uses all three types of leadership, depending on the circumstances and the people involved. The person who uses only one style will have trouble due to the individual differences of the people in the work group. Certain personalities seem to require different styles of leadership.

Autocratic

- Does all the planning, organizing, controlling, and coordinating
- Puts more emphasis on getting the job done than on the feelings of others
- Is characterized by close supervision
- Is a decision maker

☑ **NOTE:** This style is used best with aggressive, hostile, or insecure persons or in a binding situation.

Democratic

- Shows consideration for others
- Listens to and uses good ideas from others
- Is characterized by general supervision
- Defines goals and lets co-workers use their judgement about how to do the job to some extent
- Checks with the co-workers periodically to reward and/or make necessary corrections
- Decisions are made by the group through consensus

☞ **NOTE:** This style is used best with aggressive, cooperative persons. It works well with established employees and methods.

Laissez faire (Lay say fair) also called free-rein leadership

- Passes on information and direction from higher authority
- Leader gives information and relies on others to make decisions
- Is characterized by little or no supervision or control
- Depends entirely on others to get the job done

☞ **NOTE:** This style is used best with aggressive, cooperative, individualistic persons.

OBJECTIVE 7

State ways to demonstrate leadership.

You can demonstrate leadership different ways in different situations.

To demonstrate leadership at home or with your family, you can:

- Make an effort to get along with your brothers and sisters.
- Make an effort to create cooperation between family members who often quarrel or disagree.

- Perform assigned household chores without balking or fighting.

- Offer to help your parents with work projects, or your brothers and sisters with homework or personal projects, even if they do not ask.

- Abide by the family rules.

- Make a genuine effort to find and propose solutions or compromises when you and your parents or siblings disagree.

With friends and acquaintances you can demonstrate leadership in the following ways:

- Do not give in to suggestions to do things that you know you should not do, or do not really want to do.

- Be loyal.

- Give good advice if asked for it and as little as possible if not asked.

- Help to build friends' confidence by not putting them down, even in fun.

- Make an effort to be friendly to everyone, especially those who seem to lack confidence and need friendship.

- Be honest.

To demonstrate leadership in school you can:

- Treat school property with respect.

- Act positively toward instructors and school administrators.

- Volunteer to serve on school and chapter committees.

- Complete your committee assignments as soon as you receive them.

- Speak up in class and in chapter meetings.

- Agree to hold a chapter office if you are asked to do so.

- Be proud of the skills you are learning.

To demonstrate leadership within your community, you can:

- Respect community and personal property.
- Make an effort to learn about community government.
- Read the newspaper and keep up with current events related to your community.
- Obey the laws.
- Offer your services as a volunteer. You can assist with getting out the vote, cleaning up the community, collecting for charities, or other community activities.

OBJECTIVE 8

Select from a list characteristics of a strong DECA member.

☑ **NOTE:** From good DECA members come good leaders.

An active DECA member:

- Assumes responsibility for sharing business at hand during meetings
- Has pride in the chapter
- Is willing to express ideas for the chapter's benefit
- Is tolerant of other members' ideas
- Is aware of the purposes of the chapter meetings and helps to accomplish these purposes
- Gives constructive criticism for the good of the chapter

OBJECTIVE 9

Select from a list characteristics of a strong DECA chapter leader.

☑ **NOTE:** DECA leaders must be able to serve as officers and as the chapter's committee chairmen. They also represent their chapter before civic groups and are the ones most frequently seen by the public as leaders.

A strong chapter leader:

- Exhibits poise and confidence
- Is capable of doing a job properly
- Gives proper attention to preplanning, DECA meetings, and committee work
- Demonstrates interest by his or her attitude
- Practices good democratic principles in dealing with members
- Gives credit to others for their contributions
- Realizes the importance of letting others share in responsibilities
- Believes in the DECA organization and has a sincere desire to serve all of the members

OBJECTIVE 10 **List the ways to make a good first impression.**

DECA members, as well as chapter leaders, are representatives of the chapter. All members need to make a good first impression with everyone they meet. Ways to make a good first impression include:

- Giving a firm handshake

  ☞ **NOTE:** Do not grip the other person's hand too firmly or too limply.

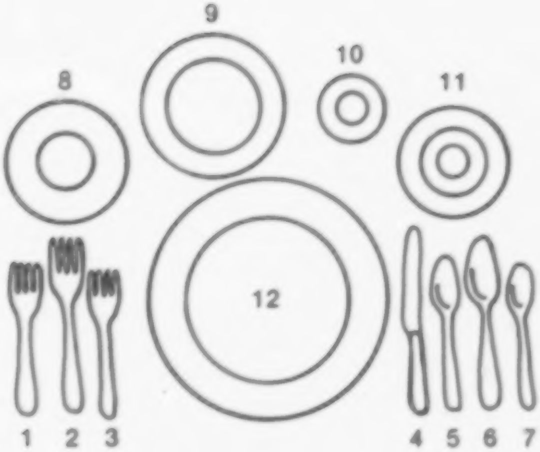
- Smiling and looking the person in the eye when shaking hands
- When introduced, repeating the person's name correctly and using it immediately
- Talking with your new acquaintance, but not trying to do all of the talking
- Saying good-bye with an expression of pleasure for having met the person

OBJECTIVE 11 **Select from a list proper manners to use when eating in public.**

As a DECA member, you are a representative of your chapter. As such, your behavior will reflect on the chapter and the DECA organization. Using proper table manners will help you reflect positively on your chapter. You will also feel more at ease if you know that you are able to use proper manners.

- Wait to begin eating until everyone at your table has been served.
- Place your napkin on your lap before you start to eat.
- Use the utensil on the outside first and work toward the plate.

  ☞ **NOTE:** The arrangement and amount of silverware on the table can vary according to the type of restaurant and meal.



1. Salad Fork
2. Dinner Fork
3. Pie Fork
4. Dinner Knife
5. Coffee Spoon
6. Soup Spoon
7. Appetizer Spoon
8. Salad Plate
9. Bread Plate
10. Water Glass
11. Coffee Cup and Saucer
12. Dinner Plate

- Do not move your dishes around.
- Eat quietly and chew with your mouth closed.
- Do not talk with your mouth full.

- Leave an appropriate tip.

  ☞ **NOTE:** A tip of 15 percent of the total bill is acceptable at most restaurants.

OBJECTIVE 12

Match roles found in groups to their correct descriptions.

- **blocker** – tends to be negative about all ideas, rejecting them without cause or reason
- **compromiser** – yields position and admits his or her error or offers to meet halfway
- **distractor** – exhibits distracting behavior and displays a lack of involvement in group processes

  ☞ **NOTE:** The distractor's activity may take the form of horseplay, cynicism, fooling around with gadgets, or other forms of distracting behavior.
- **dominator** – tries to assert authority or superiority by manipulating the group or certain members
- **elaborator** – spells out suggestions in terms of examples

  ☞ **NOTE:** The elaborator offers a rationale for suggestions and tries to deduce how any idea or suggestion might work out if adopted by the group.
- **encourager** – praises, agrees with, and accepts the contributions of others

  ☞ **NOTE:** The encourager is able to draw ideas from other people and make them feel their ideas are important and worth hearing.
- **follower** – goes along with the movement of the group

  ☞ **NOTE:** The follower may be an excellent worker but more or less passively accepts the ideas of others; serves as an audience in group discussion and decision-making.
- **information-giver** – offers facts, information, or generalizations to the group

- **information-seeker** – asks for information and facts pertinent to the problem being discussed
- **initiator/contributor** – suggests or proposes new ideas for changes
- **integrator** – tries to extract key points from several ideas and show what they have in common
- **no show** – doesn't care enough to show up for meetings
- **opinion-giver** – states beliefs and emphasizes his or her views
- **opinion-seeker** – asks for a clarification of the values involved in a suggestion or in alternative suggestions rather than for facts
- **recognition-seeker** – seeks to call attention to himself or herself or to his or her activities and accomplishments
- **recorder** – writes down suggestions and group decisions
- **summarizer** – pulls ideas together so the group can see where they are in their deliberation

OBJECTIVE 13 **List types of groups or organizations where leadership skills may be used.**

The purposes and activities of many organizations overlap in several areas. Their differences often exist only in membership requirements and in the origin of the organization. A large number of the organizations also include social activities in their program of work, but all groups and organizations need members with leadership skills.

- Work groups

  EXAMPLES: Workteams, co-workers, union membership

- School

  EXAMPLES: DECA, FBLA, FFA, FHA/HERO, HOSA, TSA, VICA

- Church

  EXAMPLES: Boards, committees, youth groups

- Economic organizations

  EXAMPLES: Demolay, Eastern Star, Elks Lodge, Exchange Club, Jaycees, Kiwanis, Knights of Columbus, Lions, Masons, Moose Lodge, Odd Fellows, Rotary, Shriners

- Civic services clubs

  EXAMPLES: Chambers of Commerce, cooperatives, Cattlemen's Association

- Professional organizations

  EXAMPLES: Business and Professional Women, National Education Association

- Charitable organizations

  EXAMPLES: United Way, Red Cross

- Advisory committees

  EXAMPLES: Vocational program advisory committees, advisory committee for building a new lake near the city

- Special interest groups

  EXAMPLES: Veterans of Foreign Wars, American Legion, county fair boards, Fraternal Order of Police, ecology groups, Alcoholics Anonymous

- Political organizations

  EXAMPLES: Republicans, Democrats

- Support groups

  EXAMPLES: Parent-Teacher Associations, band boosters, DECA alumni groups

- Age-oriented groups

  EXAMPLES: Scouts, senior citizens groups

- Athletic groups

  EXAMPLES: Riding clubs, ski clubs, little league

OBJECTIVES 14-17	Complete Assignment Sheets 1-4.
OBJECTIVE 18	Complete the Job Sheet.

THE MAGIC WORD

- The Magic Word is **ATTITUDE!!!**
- Attitude – the position or bearing as indicating action, feeling, or mood.
- Life is a cause and effect relationship.
- Your attitude about yourself determines your attitude toward the world.
- Attitude is the reflection of a person – what is going on in the inside shows on the outside.
- Expect more good out of life than bad. Expect to succeed more than you fail.
- Your environment is really a mirror of your mental attitude.
- If I cannot do great things, I can do small things in a great way.
- You must act, look, and feel successful before you can become successful.
- Unto himself, each person is the most important individual on earth.
- It is our attitude at the beginning of a task which, more than anything else, will affect its successful outcome.
- It is our attitude toward life which will determine life's attitude toward us.
- We are interdependent. It is impossible to succeed without others. And it is our attitude toward others which will determine their attitude toward us.
- Before a person can achieve the kind of life he wants, he must become that kind of individual...he must THINK, ACT, TALK, WALK, AND CONDUCT himself in all of his affairs–as would the person he wishes to become.
- The higher you go in an organization of value, the better will be the attitudes you will find.

- Your mind can hold only one thought at a time. Since nothing can be gained by holding negative thoughts, hold successful positive thoughts.

- The deepest cravings of human beings are to be needed, to feel important, to be appreciated. Give these things to others and they will return them to you.

- Part of a good attitude is to look for the best in new ideas...and to look for good ideas everywhere.

- Don't waste time broadcasting your personal problems. It probably won't help you and it can't help others.

- Don't talk about your health unless it's good (unless you are talking to your doctor).

- Radiate an attitude of well-being, of confidence, of a person who knows where they are going.

- Treat everyone with whom you come in contact as the most important person on earth.

MIRACLE OF YOUR MIND

- We use only 10% of our mental capacities.

- Living successfully, getting the things we want from life, is a matter of solving the problems which stand between where we now are and the point we wish to reach!

- Brainstorm daily.

- Of things people worry about:

  40% of them will never happen.
  30% have already happened and can't be changed.
  12% are needless worries about our health.
  10% are petty, miscellaneous worries.
  8% are real.

  Therefore, separate the real from the unreal and don't waste time or energy worrying about needless things.

- The only thing in the world that can take you to your goals in life is your mind.

GREEN PASTURES

- Each of us, at this moment, is standing in the middle of his own "acres of diamonds."

- While we're looking at other pastures, other people are looking at ours!
- No matter what your goal may be, the road to it can be found somewhere in the working which you now find yourself.
- Jobs don't have futures; people do.
- Develop *intelligent objectivity.*
- Know your profession!
- Successfully serving and getting along with people will determine success or failure.
- To become a professional, study these three subjects:

   1. Your company and industry
   2. Your job
   3. People

- We poke ourselves into jugs beyond which we cannot grow. Let's remove the limitations we've set upon ourselves.
- Only preparation can insure our taking advantage of the opportunities which will present themselves in the future and opportunities which are around us now.
- Put your imagination to work on the many ways and means of improving what you are now doing.

A WORTHY DESTINATION

- Keep track of unusual accomplishments.
- Have a goal–fix in your mind a point you have to reach.
- Each of us must decide for ourselves what our goal is.
- Proceeding successfully through a lifetime should be a matter of progressively setting and achieving goals, one after another, each a little bit better than the former.
- You can only achieve one goal at a time.
- Establishing a goal is vital to success because "we become what we think about."

THE PHYSICAL YOU

(Mental and Emotional Health)

YOUR DAILY PRACTICE GUIDE TO THE HAPPINESS HABIT

- I will be as cheerful as possible.
- I will try to feel and act a little more friendly toward other people.
- I will be a little less critical and a little more tolerant of other people, their faults, failings, and mistakes.
- I will act as if success were inevitable.
- I will practice "acting like" and "feeling like" the new personality.
- I will not let my opinion color facts in a pessimistic or negative way.
- I will practice smiling at least three times during the day.
- I will react as calmly and as intelligently as possible regardless of what happens.
- I will ignore and close my mind to all those pessimistic and negative "facts" which I can do nothing about.

Leadership

"Leadership is the ability to get a person to do what you want him to do, when you want it done, in a way you want it done, because he wants to do it."

Former president Dwight David Eisenhower

May be photocopied for student use

TM 2

Characteristics of a Good Leader

POSITIVE ATTITUDE

PROFESSIONAL

POLITE

ENTHUSIASTIC

WELL MANNERED

HUMBLE

NEATLY DRESSED AND GROOMED

HARD WORKING

GOAL ORIENTED

GOOD LISTENER

GOOD COMMUNICATOR

CARING/CONCERNED ABOUT OTHERS

ABLE TO GIVE PRAISE AND RECOGNITION

RESPONSIBLE

ENERGETIC

INSPIRING

COOPERATIVE

DIPLOMATIC

SELF-CONFIDENT

OPEN-MINDED

PROGRESSIVE

SENSE OF HUMOR

TOLERANT

TACTFUL

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Leadership Styles

autocratic

democratic

laissez faire

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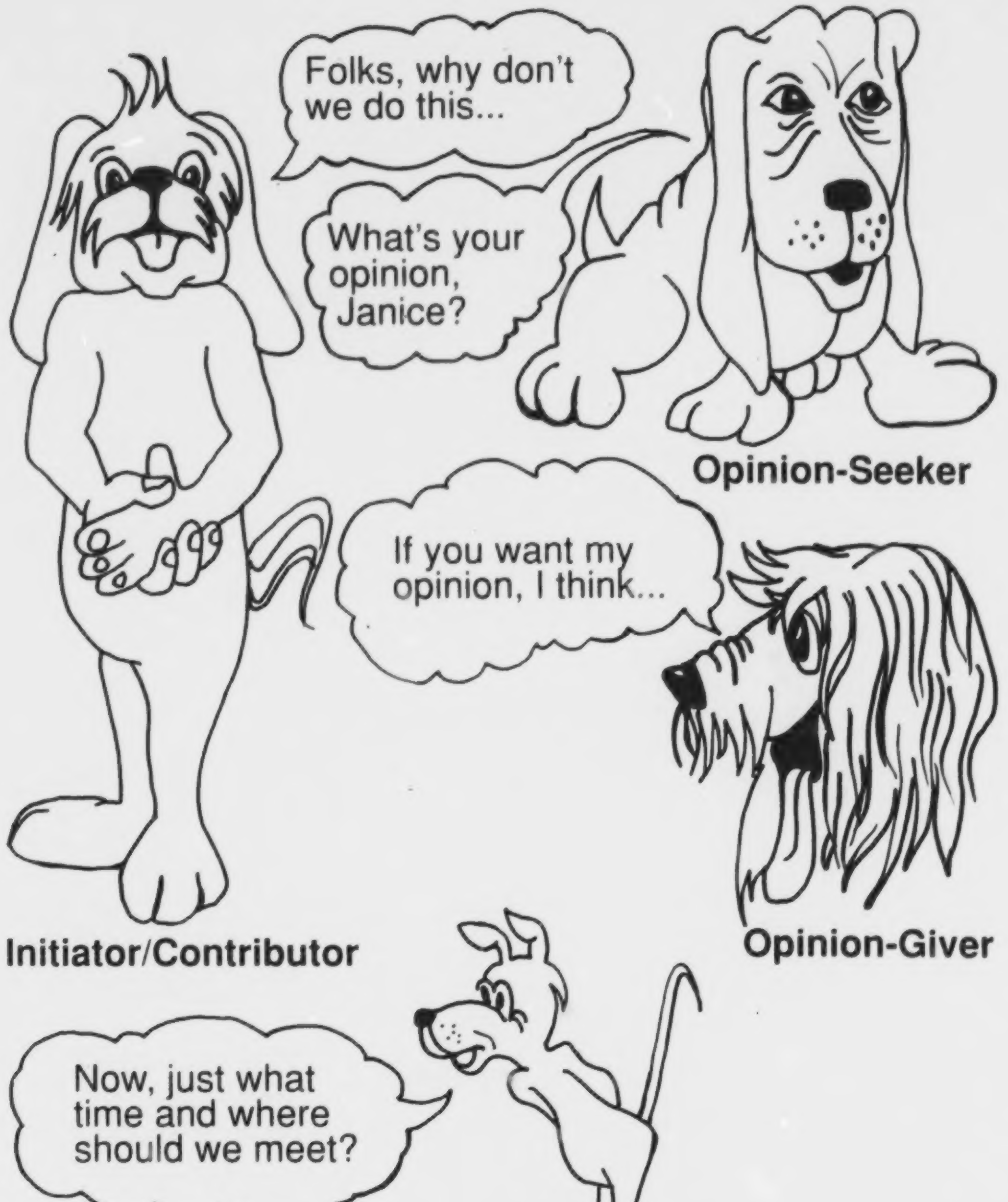
Roles Found In Groups


Folks, why don't we do this...
What's your opinion, Janice?
Opinion-Seeker
If you want my opinion, I think...
Initiator/Contributor
Opinion-Giver
Now, just what time and where should we meet?
Information-Seeker

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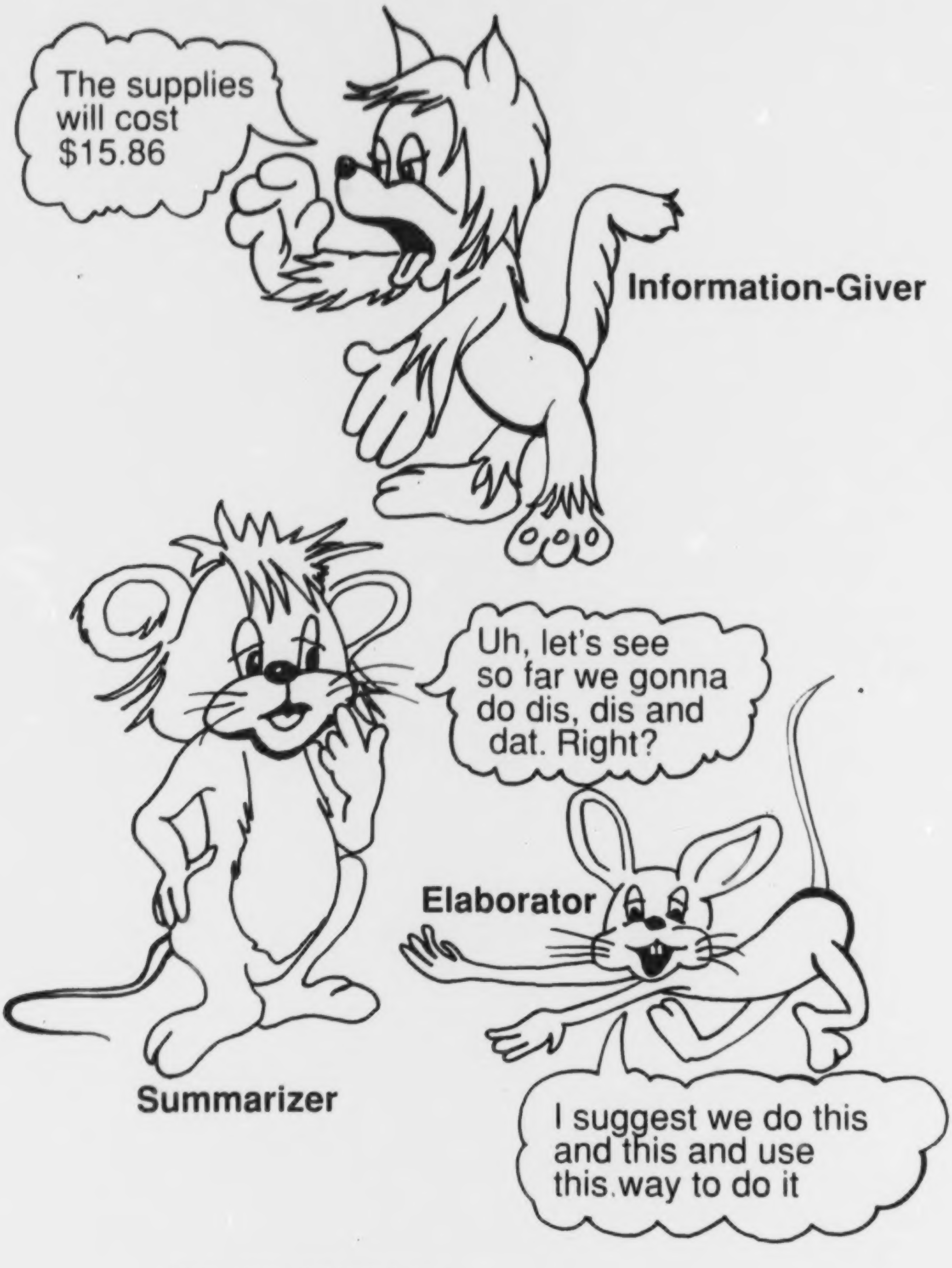
Roles Found In Groups


The supplies will cost $15.86
Information-Giver
Uh, let's see so far we gonna do dis, dis and dat. Right?
Elaborator
Summarizer
I suggest we do this and this and use this way to do it

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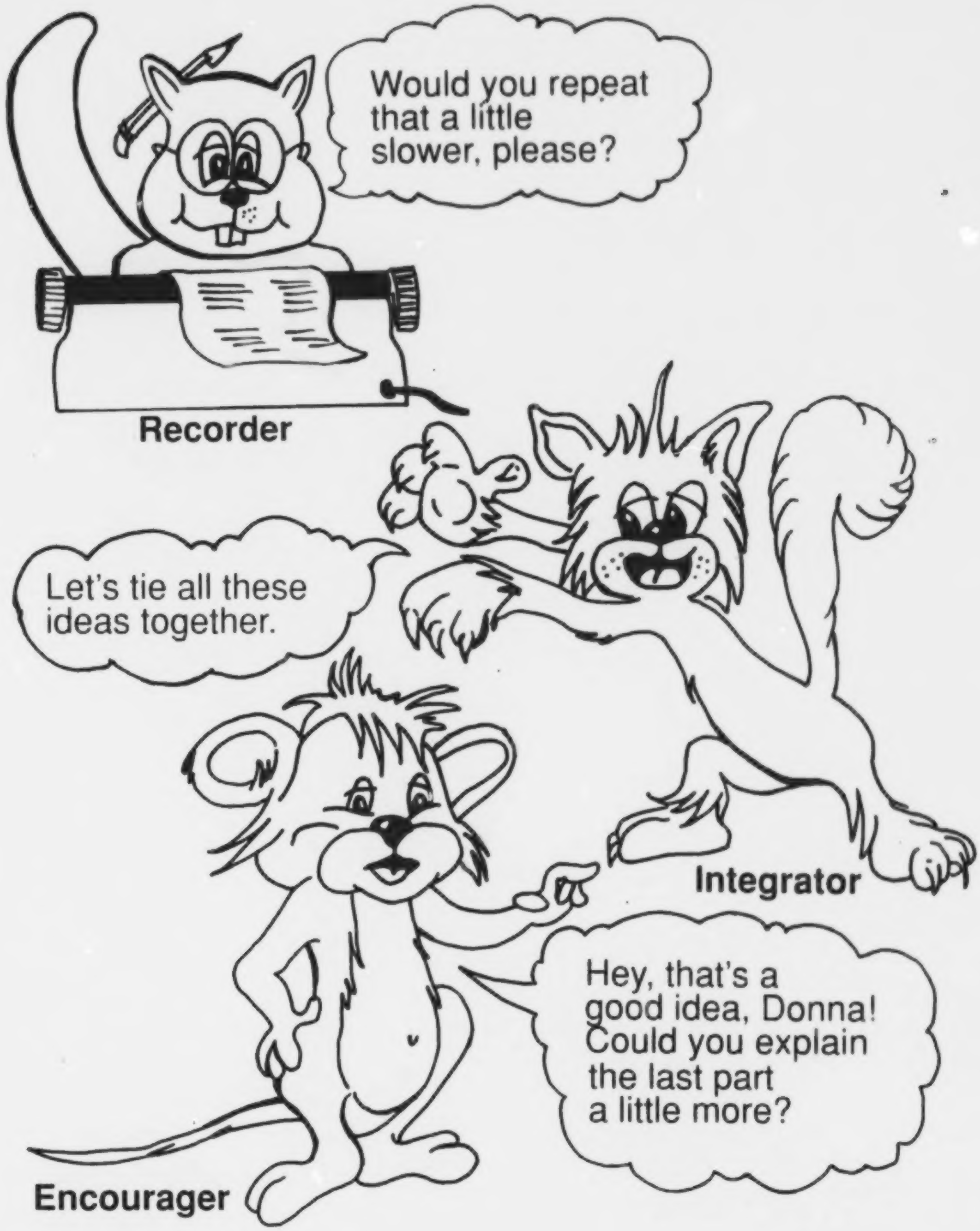
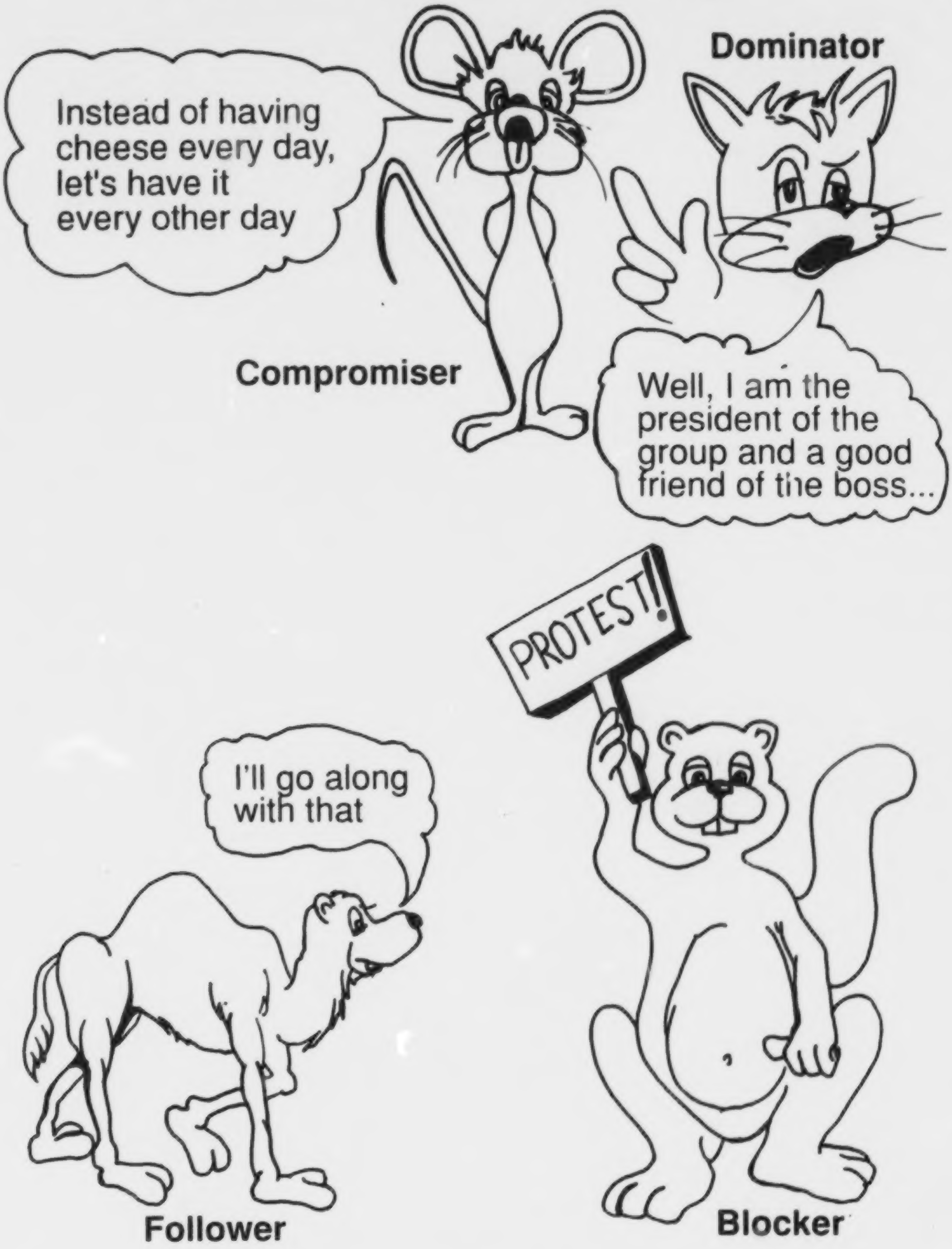
Roles Found In Groups


Would you repeat that a little slower, please?
Recorder
Let's tie all these ideas together.
Integrator
Hey, that's a good idea, Donna! Could you explain the last part a little more?
Encourager

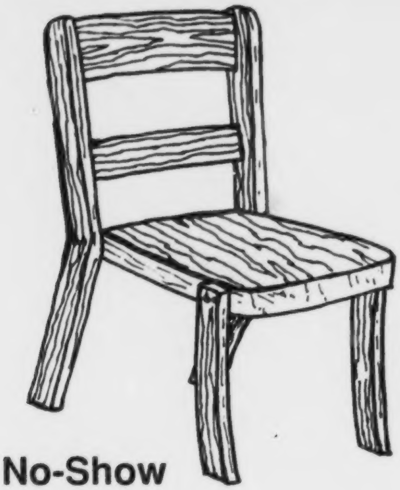
May be photocopied for student use.

Roles Found In Groups

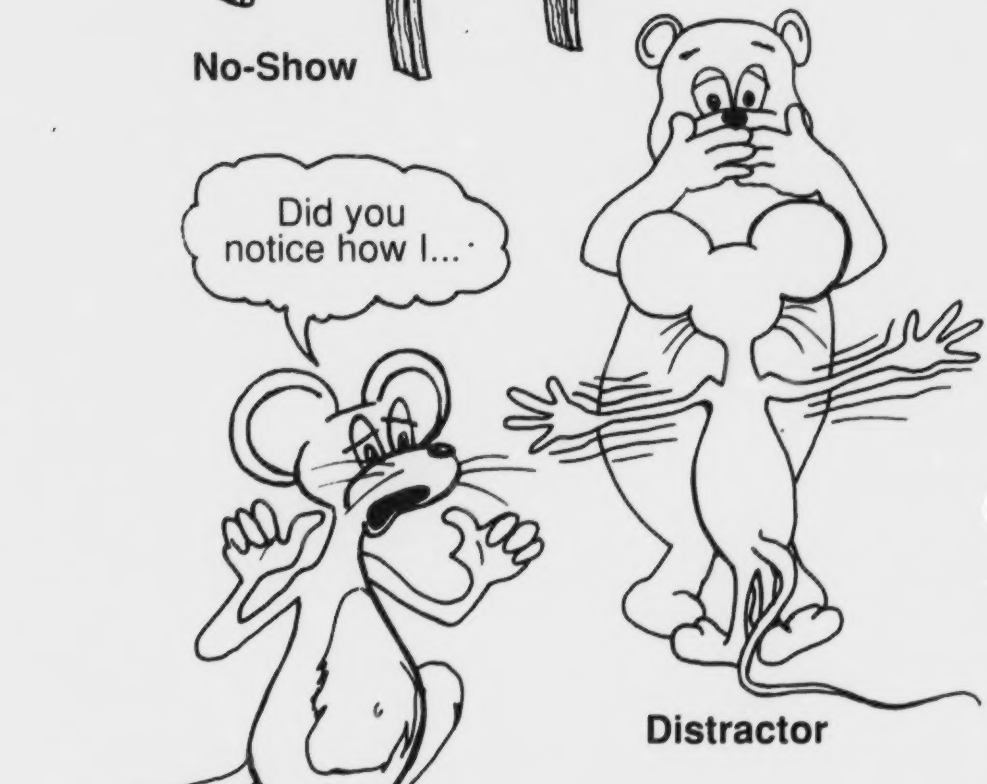

Instead of having cheese every day, let's have it every other day
Dominator
Compromiser
Well, I am the president of the group and a good friend of the boss...
PROTEST!!
I'll go along with that
Follower
Blocker

May be photocopied for student use.

Roles Found In Groups



No-Show


Did you notice how I...

Distractor

Recognition-Seeker

May be photocopied for student use.

ASSIGNMENT SHEET 1

BECOMING A DECA LEADER

4

Name ______________________________ Score __________

OBJECTIVE 14 **Complete a community leadership survey.**

INSTRUCTIONS

Reading Comprehension
- Gain factual information

Research and Reference
- Locate resources

Functional Reading
- Use content area vocabulary

Language
- Use standard grammar, spelling, and capitalization

Composition
- Use complete sentences
- Use topic sentences
- Compose essays

Leadership/Influencing
- Analyze/apply leadership styles

Cognitive Activities
- Collect/record information

Part 1

Select three individuals in your local community who appear to you to be good leaders. List three leadership traits that you believe each individual possesses.

	NAME		LEADERSHIP TRAITS
1.	____________	a.	______________________
		b.	______________________
		c.	______________________
2.	____________	a.	______________________
		b.	______________________
		c.	______________________
3.	____________	a.	______________________
		b.	______________________
		c.	______________________

Part 2

Determine what type of city government you have in your community. Write a short essay about that type of government. Use resources in your school or public library to complete your essay.

____

____

____

Part 3

Who are the leaders in city government?

____

____

____

____

Part 4

Name four civic or community clubs in your community.

1. ____________________________________
2. ____________________________________
3. ____________________________________
4. ____________________________________

ASSIGNMENT SHEET 2

BECOMING A DECA LEADER

4

Name ______________________________ Score __________

OBJECTIVE 15

Rate yourself as a leader.

INTRODUCTION

Serving in a leadership role, such as chapter officer or member, can be fun and challenging. It can also be frightening depending on your self-confidence and experience. Leaders tend to exhibit certain personality characteristics.

INSTRUCTIONS

Part 1

Complete the following survey using the scale below. Use the key at the end of this assignment to see how you rate and to determine areas in which you need help. Circle the appropriate number following each trait.

4 – Always

3 – Usually

2 – Rarely

1 – Never

Total your score after completing the questions by totaling the circled numbers.

☞ **NOTE:** You may want a classmate to rate you to see if the evaluations are the same.

Functional Reading
- Follow written instructions
- Use content area vocabulary

Language
- Use standard grammar, spelling, and capitalization
- State ideas clearly

Composition
- Use complete sentences
- Compose essays

General Relating
- Identify personal values/attitudes

Teamwork/Cooperative
- Identify values/attitudes

Leadership/Influencing
- Analyze/apply leadership styles

Cognitive Activities
- Draw conclusions

		Never	Rarely	Usually	Always
1.	Do I maintain a well-groomed appearance?	1	2	3	4
2.	Do I delegate duties?	1	2	3	4
3.	Do I use good posture?	1	2	3	4
4.	Is my disposition cheerful?	1	2	3	4
5.	Am I patient?	1	2	3	4
6.	Do I exert positive leadership?	1	2	3	4
7.	Am I generally thoughtful of the feelings of others?	1	2	3	4
8.	Is my enthusiasm sincere and contagious?	1	2	3	4
9.	Do I keep trying until I achieve success?	1	2	3	4
10.	Am I sincere in my interest in other people?	1	2	3	4
11.	Am I working toward my goals?	1	2	3	4
12.	Do I get along well with others?	1	2	3	4
13.	Do I react well to criticism?	1	2	3	4
14.	Do I remember names and faces?	1	2	3	4
15.	Am I always on time?	1	2	3	4
16.	Am I cooperative?	1	2	3	4
17.	Am I free of prejudice?	1	2	3	4
18.	Do I know how people react in most situations?	1	2	3	4
19.	Am I generally a good listener?	1	2	3	4
20.	Do I refuse to be hurt by what other people say?	1	2	3	4
21.	Can I correct or criticize without giving offense?	1	2	3	4
22.	Do I usually like people for what they are, or do I wait to see if they like me?	1	2	3	4

		Never	Rarely	Usually	Always
23.	Do I enjoy being part of a group?	1	2	3	4
24.	Am I reliable?	1	2	3	4
25.	Can I adapt myself to all situations?	1	2	3	4
26.	Am I not easily discouraged?	1	2	3	4
27.	Do I apply myself to the problems of each day?	1	2	3	4
28.	Can I make a decision quickly and accurately?	1	2	3	4
29.	Am I loyal to my supervisors and associates?	1	2	3	4
30.	Do I try to understand the other person's point of view?	1	2	3	4
31.	Am I neat and clean in my work?	1	2	3	4
32.	Do I know where I make my mistakes, and do I admit them?	1	2	3	4
33.	Am I looking for chances to serve others better?	1	2	3	4
34.	Am I following a plan for improvement and advancement?	1	2	3	4
35.	Can I accept honors and advancements and yet keep my feet on the ground?	1	2	3	4
36.	Am I dealing honestly and fairly with myself and with others?	1	2	3	4
	Add each column and write the total here	____	____	____	____

Add the totals from each column to determine the TOTAL SCORE

Part 2

Now evaluate your score. If your score totaled over 100, your personality rating is superior. If you have been honest with yourself, you are among the people who are most likely to succeed. A score of 90 to 100 is above average; 75 to 90 is average; below 75 shows room for improvement.

Write short essays to answer the following questions.

1. What are your leadership strengths? ____________________

2. What are your leadership weaknesses? ____________________

3. How do you feel your leadership skills can be improved?

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ASSIGNMENT SHEET 3

BECOMING A DECA LEADER

4

Name ______________________________ Score __________

OBJECTIVE 16

Interview a person in a leadership role.

INTRODUCTION

Part of being a leader involves getting along with others. This activity will provide an opportunity for you to experience personal interactions first hand.

INSTRUCTIONS

Reading Comprehension
- Gain factual information

Language
- Use standard grammar, spelling, and capitalization
- State ideas clearly

Composition
- Use complete sentences
- Compose reports

Research
- Take notes

Oral Presentation
- Make informative presentations
- Use good speaking techniques
- Select/use words effectively

Interactive Communications
- Apply questioning techniques
- Conduct/receive interviews

Part 1

Arrange to interview a leader in your school or community. To help you begin, a list of questions you might ask the leader is given below. Space is provided to allow you to jot down answers given to you during the interview. Add other questions you would like to ask.

1. How long have you served in a leadership role?

____

2. What made you seek this leadership role?

____

____

3. Do you like serving in a leadership role? Why?

____

____

4. What duties accompany your leadership position?

____

____

General Relating
- Identify personal values/attitudes

Leadership/Influencing
- Analyze/apply leadership styles

Cognitive Activities
- Collect/record information
- Create a finished product

5. What are the personal and professional benefits of leadership to you?

6. What character traits do you think are common to all leaders?

7. What character traits do you think are not common to all leaders?

Other

____

____

____

____

____

____

____

____

Part 3

Use the information you gathered during your interview to write a one page report about the person you selected. Using this report as a guide, give a brief oral presentation to the class about the leader you interviewed. Your oral report should last no longer than five minutes.

ASSIGNMENT SHEET 4

BECOMING A DECA LEADER

Name ______________________________ Score __________

OBJECTIVE 17

Complete the Production Company Simulation.

INTRODUCTION

The purpose of this activity is to practice setting and achieving realistic goals and working as a member of a productive team.

INSTRUCTIONS

☑ **NOTE:** To be most effective, this simulation should be repeated in five-minute time intervals, four times during one class period.

- Divide into groups of approximately six to eight persons.
- Each group will need the following materials: one pair of scissors, one roll of tape, pattern for box, and about 150 sheets of construction paper.
- Each group is to act as a company that makes boxes. Each team should decide on a "company name" and elect a supervisor.
- Your instructor will demonstrate how to make construction-paper boxes, using the pattern that follows.
- Each "company" should set goals for the number of boxes they plan to produce during each five-minute period.
- The supervisor of each company will draw a slip of paper that has a problem written on it before beginning each five-minute session. The slips will be provided by your instructor.

Oral Presentation
- Make informative presentations

Interactive Communications
- Work effectively in a group

General Relating
- Participate in group activities

Teamwork/Cooperative
- Give/receive feedback
- Investigate/apply group dynamics
- Resolve conflicts
- Clarify goals/objectives
- Generate ideas

Leadership/Influencing
- Provide positive coaching

Cognitive Activities
- Collect/record information
- Draw conclusions
- Predict results/outcomes
- Devise a solution
- Create a finished product
- Evaluate results/outcomes

- Time each work period and record team goals and actual achievements on the chart below.

	NUMBER OF BOXES	
	Company Name	
	Goal	Produced
Example	5	2
Period 1		
Period 2		
Period 3		
Period 4		

- Your instructor will act as the Quality Control Department and will not accept poorly constructed boxes.
- Remember that the number of boxes produced does not count until they have been delivered to the Quality Control Department.

  ☑ **NOTE:** After a few five-minute periods, you should be setting and achieving realistic goals.

- Clean up the scraps of paper from the floor and work area.
- Report your production to the class. Include information on your goals, problems encountered, how you solved them, etc. Answer the questions below and use this information to put your presentation together.

  1. What planning, assessing, organizing, delegating, or specializing took place?
  2. What roles did you see in your group?
  3. Was there a display of good leadership qualities such as tactfulness, enthusiasm, encouragement, discipline, instruction, and cooperation?

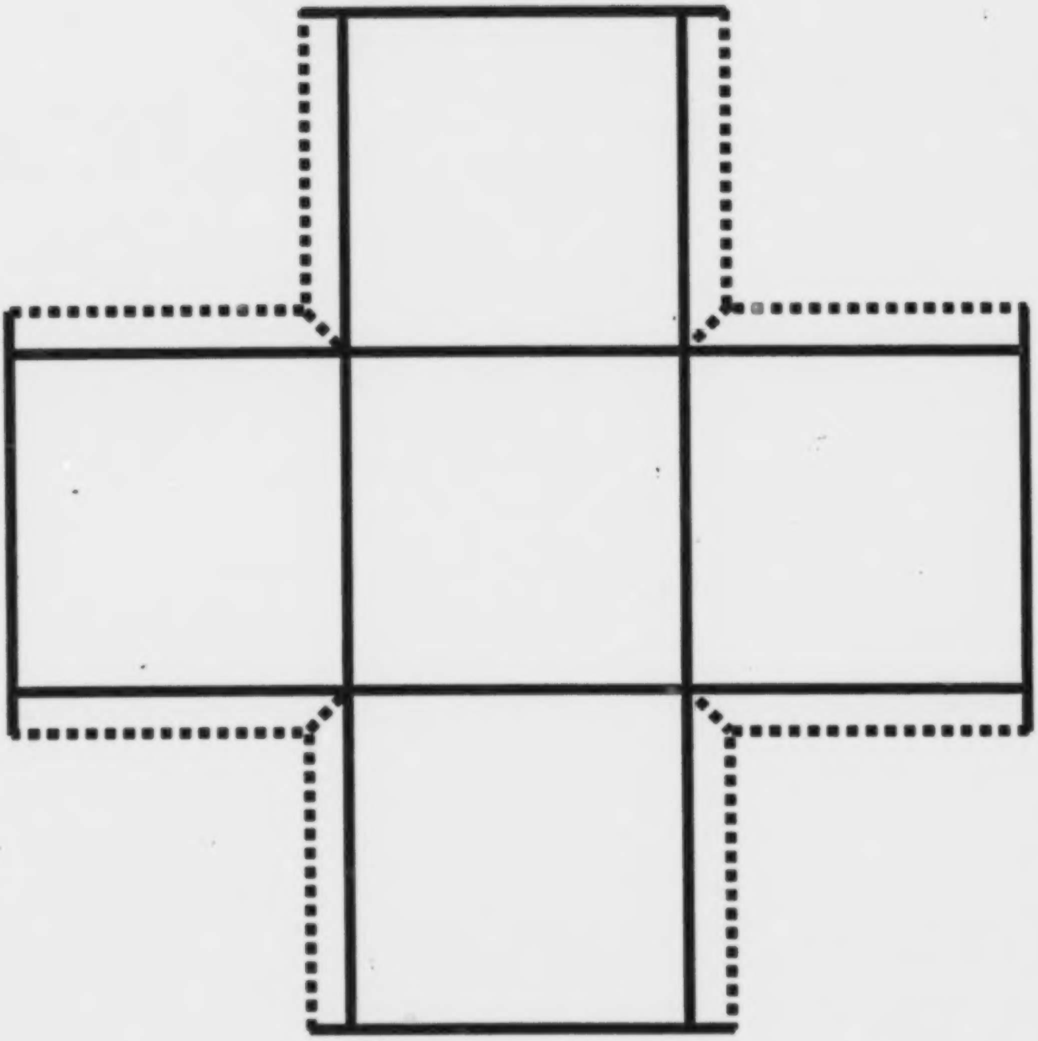
4. What happened when working conditions were not adequate, such as when the scissors were not used for two minutes?

5. What happened when members of the production group were late or did not have a good time schedule to follow in completing the task, such as the people who quit working for one minute?

6. Would the same people always play the same roles regardless of the group's goal or task? Are all roles in the group important?

7. Was there anyone in the group who willingly or unwillingly did not participate? If so, what could be done to use everyone's talents?

BOX PATTERN



JOB SHEET

BECOMING A DECA LEADER

4

Name ________________________________

OBJECTIVE 18

Tie a necktie or scarf.

EQUIPMENT AND SUPPLIES

- Necktie or scarf
- Mirror

PROCEDURE

Functional Reading
- Follow written instructions

Job Acquisition/ Development
- Practice good personal presentation

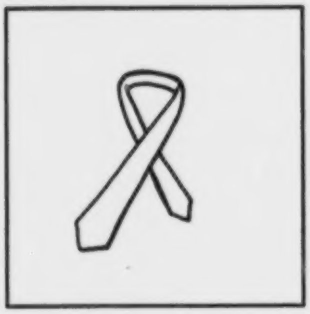
- Necktie

Yes No

Procedure for tying a four-in-hand knot (Figures 1-6)

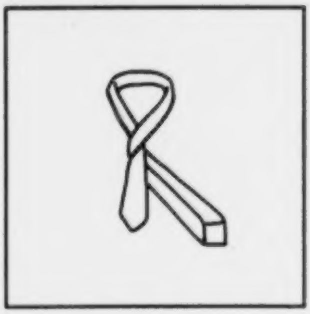
1. Place the tie around your neck with the wide end longer; cross the wide end over the narrow end. ___ ___

FIGURE 1



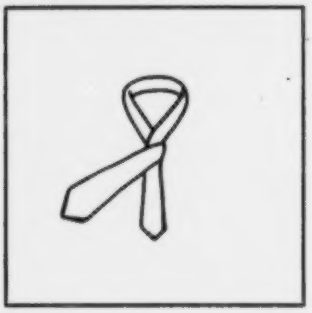
	Yes	No
2. Bring the wide end around and behind the narrow end.	___	___

FIGURE 2



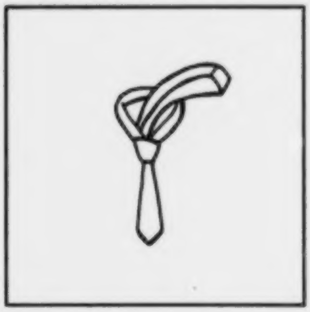
3. Continue bringing the wide end completely around and over the front.	___	___

FIGURE 3



4. Pull the wide end back and up through the center of the tie.	___	___

FIGURE 4



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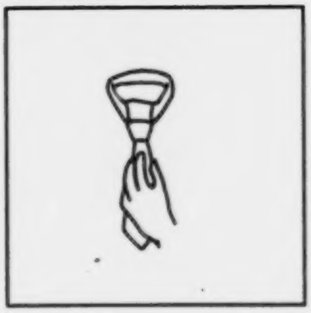
Yes No

5. Pull the point of the wide end down through the loop; form a dimple. ___ ___

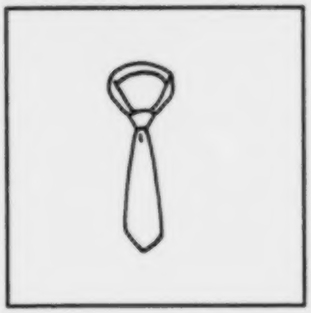
FIGURE 5



6. Tighten by sliding the knot toward the neck. ___ ___

☑ **NOTE:** You should now have a knot that is perfect in size, softly draped, and neatly dimpled.

FIGURE 6



7. Repeat steps 1 through 6 several times for practice. ___ ___

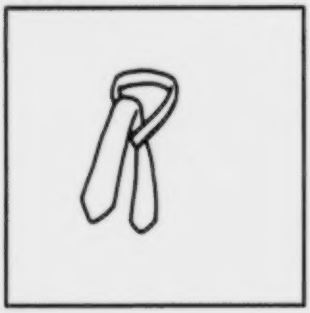
8. Remove the necktie. ___ ___

Yes No

Procedure for tying a Windsor knot (Figures 7-12)

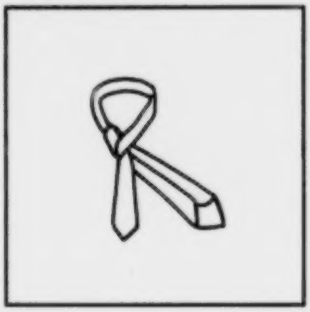
1. Place the tie around your neck with the wide end about 12 inches longer; loop across and up through the neck opening. ___ ___

FIGURE 7



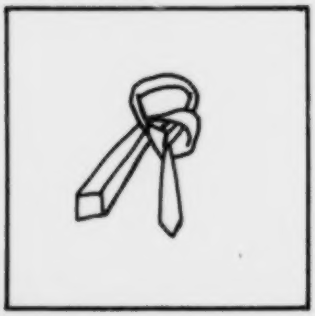
2. Bring the wide end around and behind the narrow end. ___ ___

FIGURE 8



3. Continue bringing the wide end up and over the side opposite the loop to form a V-knot. ___ ___

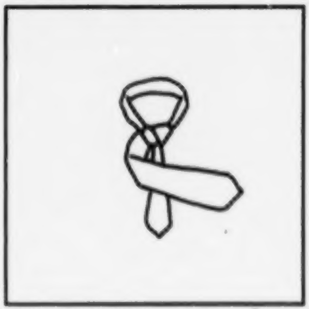
FIGURE 9



Yes No

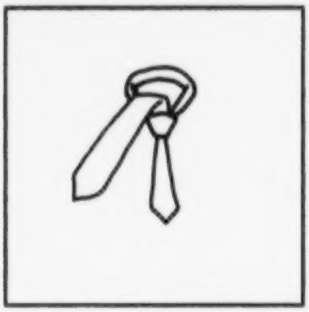
4. Continue this motion down, around, and over the front. ___ ___

FIGURE 10



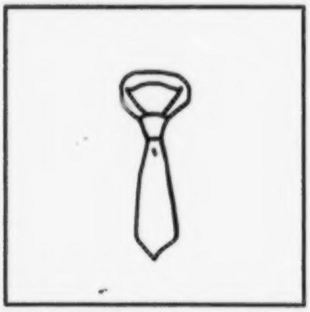
5. Bring the wide end back under the V-knot and pull it up through the center. ___ ___

FIGURE 11



6. Work the end down through the outer loop; dimple and tighten. ___ ___

FIGURE 12



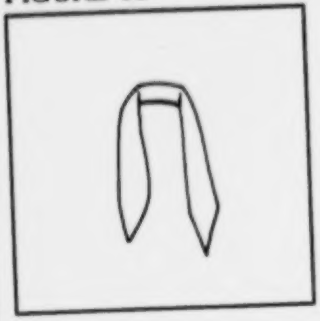
	Yes	No
7. Repeat steps 1 through 6 several times for practice.	____	____
8. Remove the necktie.	____	____

- Scarf

Procedure for tying a single square (Figures 13-17)

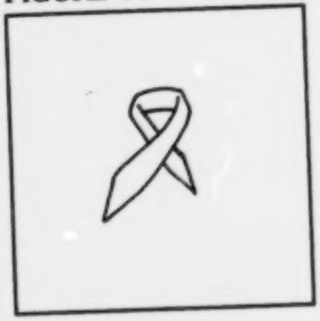
	Yes	No
1. Place the scarf around your neck while leaving the right end approximately 3 inches longer than the left end.	____	____

FIGURE 13



	Yes	No
2. Cross the right side over the left.	____	____

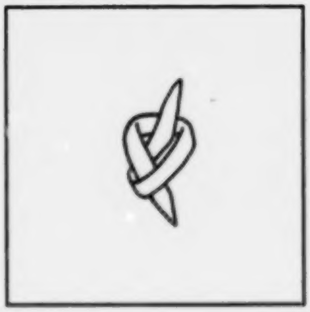
FIGURE 14



Yes No

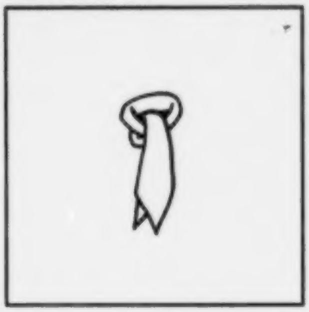
3. Pass the same side (longest) up through the loop. ____ ____

FIGURE 15



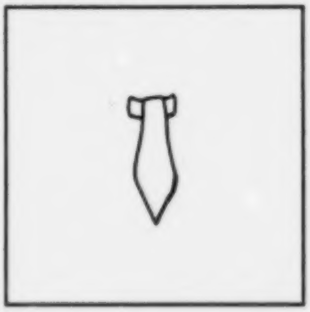
4. Place the long side down in the front. ____ ____

FIGURE 16



5. Pull the short end until the scarf is snug. ____ ____

FIGURE 17



Yes No

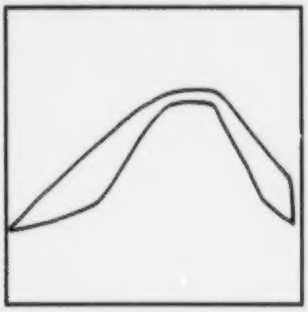
6. Repeat steps 1 through 5 several times for practice. ___ ___

7. Remove the scarf. ___ ___

Dog collar square (Figures 18-22)

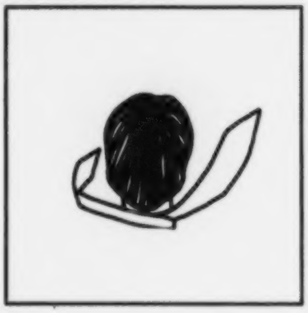
1. Place the scarf around your neck while leaving the right end approximately 3 inches longer than the left end. ___ ___

FIGURE 18



2. Wrap the scarf around the back of your neck. ___ ___

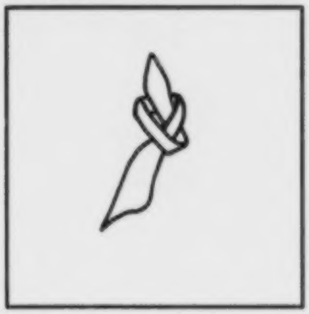
FIGURE 19



Yes No

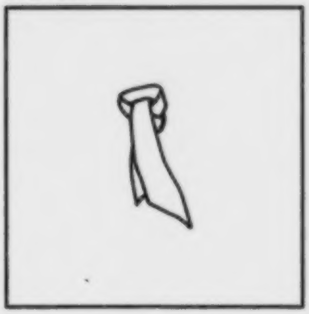
3. Pass the left side (longer end) over and up through the right side. ___ ___

FIGURE 20



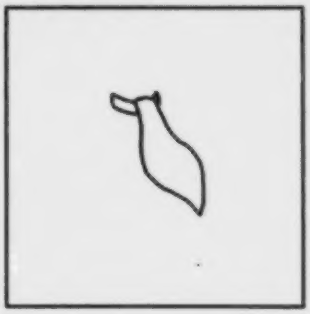
4. Tighten and draw up snug to your neck. ___ ___

FIGURE 21



5. Adjust to the right side. ___ ___

FIGURE 22



	Yes	No
6. Repeat steps 1 through 5 several times for practice.	____	____
7. Remove the scarf.	____	____

SKILL TEST RECORD

EVALUATOR'S COMMENTS

____

____

____

PRODUCT EVALUATION

Evaluator note: Rate the student on the following criteria by circling the appropriate numbers. Each criterion must receive a rating of "3" or higher to demonstrate student mastery. (See the Key below.) A student who is unable to demonstrate mastery should review the material and submit another product for evaluation.

Criteria:

Tied a four-in-hand knot properly	4	3	2	1
Tied a Windsor knot properly	4	3	2	1
Tied a scarf in a single square	4	3	2	1
Tied a dog collar square	4	3	2	1

AVERAGE RATING

Evaluator note: To obtain an average rating for the Competency Profile, total the designated points in Product Evaluation and divide by the total number of criteria. Circle the rating on the Key.

KEY

4 **Skilled** – Can perform job with no additional training
3 **Moderately Skilled** – Has performed job during training program; limited additional training may be required
2 **Limited Skill** – Has performed job during training program; additional training is required to develop skill
1 **Unskilled** – Is familiar with process, but is unable to perform job

EVALUATOR'S COMMENTS

WRITTEN TEST

BECOMING A DECA LEADER

4

Name ______________________ Score __________

OBJECTIVE 1

Match terms associated with leadership to their correct definitions. Write the correct letters in the blanks.

a. attitude	e. laissez faire
b. autocratic	f. lead
c. democratic	g. leader
d. follower	

____ 1. A state of mind; can be positive (good) or negative (bad)

____ 2. Form of leadership in which the majority rules

____ 3. Person who guides or leads others

____ 4. Informal style of leadership; lets everyone do as they wish with no interference from the leader

____ 5. To guide or direct

____ 6. Leadership style in which the leader has absolute rule and authority

____ 7. Person who follows the guidance or direction of another

OBJECTIVE 2

State the definition of leadership. Write your answer in the space provided.

____

____

____

____

____

May be photocopied for student use.

OBJECTIVE 3

List characteristics of a leader. List fifteen characteristics below.

1. ____
2. ____
3. ____
4. ____
5. ____
6. ____
7. ____
8. ____
9. ____
10. ____
11. ____
12. ____
13. ____
14. ____
15. ____

OBJECTIVE 4

Discuss reasons for becoming a good leader. Write your answer in the space provided.

____

____

____

____

____

____

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OBJECTIVE 5

Select from a list steps in becoming a good leader. Write an "X" in the blank before each correct answer.

____ 1. Never be a follower.

____ 2. Study the qualities of a good leader.

____ 3. Evaluate your strong and weak points.

____ 4. Develop a plan for making people follow you.

____ 5. Never take risks.

____ 6. Develop goals and a plan for training yourself as a leader.

____ 7. Become a good follower.

____ 8. Act like someone else.

____ 9. Evaluate only your strong points.

____ 10. Be yourself.

OBJECTIVE 6

Match styles of leadership to their characteristics. Write the correct letters in the blanks.

a. autocratic
b. democratic
c. laissez faire

____ 1. Passes on information and direction from higher authority; depends entirely on others to get the job done; is characterized by little or no supervision or control; gives information and relies on others to make decisions

____ 2. Shows consideration for others; listens to and uses good ideas from others; is characterized by general supervision; defines goals and lets co-workers use their judgement about how to do the job to some extent; checks with co-workers periodically to reward them and/or make necessary corrections; decisions are made by the group through consensus

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____ 3. Does all the planning, organizing, controlling, and coordinating; puts more emphasis on getting the job done than on the feelings of others; is characterized by close supervision; is a decision maker

OBJECTIVE 7

State ways to demonstrate leadership. State three examples for each of the following areas in the spaces provided.

Part 1

- At home or with your family

1. ______________________________
____
2. ______________________________
____
3. ______________________________
____

Part 2

- With friends and acquaintances

1. ______________________________
____
2. ______________________________
____
3. ______________________________
____

Part 3

- At school

1. ______________________________
____

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2. ______________________________

____

3. ______________________________

____

Part 4

- Within your community

1. ______________________________

____

2. ______________________________

____

3. ______________________________

____

OBJECTIVE 8

Select from a list characteristics of a strong DECA member. Write an "X" in the blank before each correct answer.

____ 1. Does not understand the role of a member and lets others do the work

____ 2. Is tolerant of other members' ideas

____ 3. Has pride in the chapter

____ 4. Has little, if any, DECA pride

____ 5. Constantly undermines the chapter by petty criticism

____ 6. Assumes responsibility for sharing business at hand during meetings

____ 7. Thinks own ideas are the only important ones; does not bother to find out the purpose of meetings and makes little effort to help

____ 8. Is aware of the purposes of the chapter meetings and helps to accomplish these purposes

May be photocopied for student use.

____ 9. Gives constructive criticism for the good of the chapter

____ 10. Does not exercise the thinking necessary to arrive at worthwhile ideas

____ 11. Is willing to express ideas for the chapter's benefit

OBJECTIVE 9

Select from a list characteristics of a strong DECA chapter leader. Write an "X" in the blank before each correct answer.

____ 1. Exhibits poise and confidence

____ 2. Has an interest in serving only his or her needs

____ 3. Has a poor attitude toward chapter activities

____ 4. Imposes ideas or does not respect others' ideas

____ 5. Gives proper attention to preplanning, DECA meetings, and committee work

____ 6. Gives credit to others for their contributions

____ 7. Lacks the ability and willingness to perform duties

____ 8. Demonstrates interest by his or her attitude

____ 9. Tries to take all the credit; attempts to show his or her importance and does not share responsibilities

____ 10. Lets things go until the last minute, and then hopes everything will work out

____ 11. Realizes the importance of letting others share in responsibilities.

____ 12. Is capable of doing a job properly

____ 13. Practices good democratic principles in dealing with members

____ 14. Believes in the DECA organization and has a sincere desire to serve all of the members

May be photocopied for student use

OBJECTIVE 10

List the ways to make a good first impression. Write your answers in the space provided.

1. ____________________
2. ____________________
3. ____________________
4. ____________________
5. ____________________

OBJECTIVE 11

Select from a list proper manners to use when eating in public. Write an "X" in the blank before each correct answer.

____ 1. Use the utensil on the inside first and work away from the plate.

____ 2. Place your napkin on your lap before you start to eat.

____ 3. Answer only important questions while chewing.

____ 4. Move your dishes around so you can reach everything easily.

____ 5. Wait to begin eating until everyone at your table has been served.

____ 6. Begin eating when food is served to prevent it from getting cold.

____ 7. Use the utensil on the outside first and work toward the plate.

____ 8. Do not move your dishes around.

____ 9. Eat quietly and chew with your mouth closed.

____ 10. Leave an appropriate tip.

____ 11. Let your host leave the tip.

____ 12. Do not talk with your mouth full.

May be photocopied for student use.

OBJECTIVE 12

Match roles found in groups to their correct descriptions. Write the correct letters in the blanks.

a. initiator/contributor
b. opinion-seeker
c. opinion-giver
d. information-seeker
e. information-giver
f. elaborator
g. summarizer
h. integrator
i. recorder
j. encourager
k. compromiser
l. follower
m. dominator
n. blocker
o. no-show
p. recognition-seeker
q. distractor

____ 1. Goes along with the movement of the group

____ 2. Exhibits distracting behavior and displays a lack of involvement in group processes

____ 3. Writes down suggestions and group decisions

____ 4. Tries to assert authority or superiority by manipulating the group or certain members

____ 5. Yields position and admits his or her error or offers to meet halfway

____ 6. Tries to extract key points from several ideas and show what they have in common

____ 7. Seeks to call attention to himself or herself or to his or her activities and accomplishments

____ 8. Asks for information and facts pertinent to the problem being discussed

____ 9. Tends to be negative about all ideas, rejecting them without cause or reason

____ 10. Pulls ideas together so the group can see where they are in their deliberation

____ 11. States beliefs and emphasizes his or her views

____ 12. Doesn't care enough to show up for meetings

____ 13. Suggests or proposes new ideas for changes

____ 14. Spells out suggestions in terms of examples

May be photocopied for student use.

_____ 15. Praises, agrees with, and accepts the contributions of others

_____ 16. Offers facts, information, or generalizations to the group

_____ 17. Asks for a clarification of the values involved in a suggestion or in alternative suggestions rather than for facts

OBJECTIVE 13

List types of groups or organizations where leadership skills may be used. Write ten types in the space provided.

1. ____________________
2. ____________________
3. ____________________
4. ____________________
5. ____________________
6. ____________________
7. ____________________
8. ____________________
9. ____________________
10. ____________________

OBJECTIVES 14-17

Evaluated on Assignment Sheets 1-4

OBJECTIVE 18

Evaluated on the Job Sheet

May be photocopied for student use.

ASSIGNMENT SHEETS

OBJECTIVES 14-17

Assignment Sheets 1-4

Answers to be evaluated to the instructor's satisfaction.

WRITTEN TEST

OBJECTIVE 1

1. a
2. c
3. g
4. e
5. f
6. b
7. d

OBJECTIVE 2

Leadership is a combination of qualities which inspires confidence, draws others toward the leader, and causes them to follow.

OBJECTIVE 3

Answer should include any 15 of the following:

- able to give praise and recognition
- caring/concerned about others
- cooperative
- diplomatic
- energetic
- enthusiastic
- goal oriented
- good listener
- good communicator
- hard working
- honest
- humble
- inspiring
- neatly dressed and groomed
- open minded
- polite
- positive attitude
- professional
- responsible
- self-confident/assured
- sense of humor
- tactful
- tolerant
- well mannered

OBJECTIVE 4

Answer should include the following:

Strong leadership is needed in all areas of your life. We need leaders in the workplace, in government, and in civic organizations. Being a good leader will help you in many situations.

It is a challenge to learn leadership skills. We all need goals and challenges to make our lives interesting and fulfilling.

In becoming a good leader, you create and build respect for other people. As a good leader, you learn to respect differences in culture, beliefs, and viewpoints.

In the process of becoming a good leader, you are able to grow and mature. This growth can help you achieve more and reach your goals.

OBJECTIVE 5

2, 3, 6, 7, 10

OBJECTIVE 6

1. c
2. b
3. a

OBJECTIVE 7

Part 1

Answers should include any three of the following:

- Make an effort to get along with your brothers and sisters.
- Make an effort to create cooperation between family members who often quarrel or disagree.
- Perform assigned household chores without balking or fighting.
- Offer to help parents with work projects, or brothers and sisters with homework or personal projects, even if they do not ask.
- Abide by the family rules.
- Make a genuine effort to find and propose solutions or compromises when you and your parents or siblings disagree.

Part 2

Answers should include any three of the following:

- Do not give in to suggestions to do things that you know you should not do, or do not really want to do.
- Be loyal.
- Give good advice if asked for it and as little as possible if not asked.
- Help to build friends' confidence by not putting them down, even in fun.
- Make an effort to be friendly to everyone, especially those who seem to lack confidence and need friendship.
- Be honest.

Part 3

Answers should include any three of the following:

- Treat school property with respect.
- Act positively toward instructors and school administrators.
- Volunteer to serve on school and chapter committees.
- Complete your committee assignments as soon as you receive them.
- Speak up in class and in chapter meetings.
- Agree to hold a chapter office if you are asked to do so.
- Be proud of the skills you are learning.

Part 4

Answers should include any three of the following:

- Respect community and personal property.
- Make an effort to learn about community government.
- Read the newspaper and keep up with current events related to your community.

- Obey the laws.
- Offer your services as a volunteer. You can assist with getting out the vote, cleaning up the community, collecting for charities, or other community activities.

OBJECTIVE 8

2, 3, 6, 8, 9, 11

OBJECTIVE 9

1, 5, 6, 8, 11, 12, 13, 14

OBJECTIVE 10

Answer should include the following:

- Giving a firm handshake
- Smiling and looking the person in the eye when shaking hands
- When introduced, repeating the person's name correctly and using it immediately
- Talking with your new acquaintance, but not trying to do all of the talking
- Saying good-bye with an expression of pleasure for having met the person

OBJECTIVE 11

2, 5, 7, 8, 9, 10, 12

OBJECTIVE 12

1. l
2. q
3. i
4. m
5. k
6. h
7. p
8. d
9. n
10. g
11. c
12. o
13. a
14. f
15. j
16. e
17. b

OBJECTIVE 13

Answers should include any ten of the following:

- Work groups
- School
- Church
- Economic organizations
- Civic services clubs
- Professional organizations
- Charitable organizations
- Advisory committees
- Special interest groups
- Political organizations
- Support groups
- Age-oriented groups
- Athletic groups

OBJECTIVES 14-17

Evaluated on Assignment Sheets 1-4

OBJECTIVE 18

Evaluated on the Job Sheet.

OBJECTIVE SHEET

GIVING PRESENTATIONS

5

INTRODUCTION

At many times in your life you may be called upon to give a speech or other presentation. It may be an introduction of another speaker, a thank-you speech for an award you receive, a demonstration of a new product you are selling, or any number of other types of speeches. This unit will help you develop skills for giving presentations and allow you to practice those skills by writing and delivering several types of talks.

UNIT OBJECTIVE

After completing this unit, you will show the following competencies by mastering the activities on the Assignment Sheets and by scoring at least 85% on the Written Test.

SPECIFIC OBJECTIVES

1. Match terms associated with writing and evaluating speeches to their correct definitions.
2. Define phases of communication.
3. Match types of group presentations to their correct descriptions.
4. Select from a list general purposes of a group presentation.
5. Select from a list guidelines for preparing a successful speech.
6. Arrange in order steps to follow in writing a speech.
7. List resources to use when gathering information for a speech.
8. State rules for using quotations and statistics in a speech.
9. State reasons for using outlines.
10. Discuss principle parts of an outline.
11. Define types of outlines.
12. State ways to develop proper delivery.
13. Select from a list ways to develop and add meaning to the delivery of a speech.

14. State reasons for using gestures when giving a speech.

15. State ways to make a good impression when delivering a speech.

16. List factors to consider when listening to and evaluating a speech.

17. List organizations to which you might give a speech.

18. List steps for presenting welcoming addresses.

19. List steps for presenting introductions.

20. List steps for presenting awards.

21. Give a prepared one-minute talk. (Assignment Sheet 1)

22. Select a speech topic and gather information for a prepared speech. (Assignment Sheet 2)

23. Write an outline for a prepared speech. (Assignment Sheet 3)

24. Write an introduction for a prepared speech. (Assignment Sheet 4)

25. Write the body of a prepared speech. (Assignment Sheet 5)

26. Write the conclusion of a prepared speech. (Assignment Sheet 6)

27. Give a prepared speech. (Assignment Sheet 7)

28. Give a demonstration. (Assignment Sheet 8)

29. Give an illustrated talk. (Assignment Sheet 9)

30. Evaluate another student's presentation. (Assignment Sheet 10)

SUGGESTED ACTIVITIES

GIVING PRESENTATIONS 5

PREPARATION

- Review the unit and plan your presentation.
- Determine the scope and sequence of objectives you add. Design and develop support materials, including evaluation techniques for additional objectives.
- Review the teaching suggestions and plan classroom activities.
- Determine how you will schedule time for students to demonstrate competence in the required procedures.
- Order materials to supplement the unit.
- Order videos.
- Invite guest speakers.

  ☞ **NOTE:** Please provide the guest speaker with the specific topic relevant to the unit of instruction ahead of time. You may want to supply the Objective Sheet, Information Sheets, and any other components you want the speaker to cover. Confirm the scheduled appearance two to three days prior to the presentation.

DELIVERY

Objective 1: Match terms associated with writing and evaluating speeches to their correct definitions.

- Discuss terms and definitions associated with writing and evaluating speeches.
- Have students collect pictures from magazines to show different gestures. Display these pictures in the classroom, and ask students to identify the ideas being communicated by each picture.
- Give students the assignment of watching TV commercials for one night, taking notes on commercials, and then reporting to the class about the commercials that make the best use of gestures to convey their messages.

- Show the class the page of entries you have copied from the *Reader's Guide to Periodical Literature*, or take the students to a library where all the volumes of the guide are available. Explain to students how the guide is used.

Objective 2: Define phases of communication.

- Discuss the phases of communication and their definitions.

- Explain the difference between *hearing* a speaker and really *listening* to a speaker. Listening involves staying alert, resisting distractions, noting nonverbal cues, and concentrating on what the speaker is saying, receiving, processing, and evaluating the speaker's message.

- Explain the difference between *talking* and *speaking*. Speaking involves using effective verbal skills (such as proper diction, grammar, pronunciation) as well as effective nonverbal skills (such as visible body movements, facial expressions and gestures, and posture) to communicate a message.

- Explain the term *particular purpose* in each of the definitions presented in this section of the Information Sheet. Point out that people give speeches for one of three reasons: to inform the audience, to persuade the audience, or to integrate the members of the audience (pep talks, speeches of welcome, introductions). People listen to speeches to be informed on a subject, to hear reasons why they should be persuaded by the speaker, and to be integrated into a group.

- List the words *inform, persuade*, and *entertain* as three column headings on the chalkboard. Then conduct a class discussion, asking students to give examples of speech topics that might fit under these heading. Give each student an opportunity to come up with a speech topic until it seems the possibilities are exhausted.

  EXAMPLE: A speech about encouraging people to join the alumni association should be classified under the *persuade* column.

Objective 3: Match types of group presentations to their correct descriptions.
Objective 4: Select from a list general purposes of a group presentation.

- Make students aware of different types of presentations and their purposes. Stress the importance of selecting the right kind of presentation for the purpose required.

- After students review Objectives 2 and 3, have them develop a list of situations in which each type of presentation would be most effective.

- Ask students to state their intended purpose as they complete Assignment Sheet 1. Was the purpose to entertain, inform, or influence?

Objective 5: Select from a list guidelines for preparing a successful speech.

- Discuss guidelines for preparing a successful speech.

- Explain that knowing your audience is one of the most important aspects of a successful speech.

- Discuss the rest of the guidelines, continuing with the example used for the first guideline. For instance, to illustrate the guideline "choose information that is current and timely," tell students that they should try to center speeches around current events or topics.

Objective 6: Arrange in order steps to follow in writing a speech.

- Discuss information students will need in writing a speech: steps to follow in writing a speech, guidelines to follow when gathering information for a speech, rules for using quotations and statistics in a speech, reasons for using outlines, principal parts of an outline, and types of outlines.

- Discuss with students the importance of following the order of the steps presented in Objective 6. Explain that they will save themselves much time and energy if they do not get the cart before the horse when writing a speech.

Objective 7: List resources to use when gathering information for a speech.

- Point out to students the various trade magazines and journals available to them. Show students how to complete tasks associated with researching a subject. For example, show students how to use a table of contents in a magazine to locate articles, how to scan an article to determine its usefulness as a reference, and how to record key information (take notes) from a useful article.

- Take students on a prearranged field trip to either the school or public library.

Objective 8: State rules for using quotations and statistics in a speech.

- Emphasize that although using statistics and quotations in a speech can serve to help the speaker make a point, their use should be limited, and when used, they must be quoted precisely and in context and be correctly identified as to source and date. Show students how to record quotations and statistics on index cards.

Objective 9: State reasons for using outlines.
Objective 10: Discuss principle parts of an outline.
Objective 11: Define types of outlines.

- When discussing Objectives 9-11 point out that outlining is a basic skill used to create the framework in all forms of communication. Explain that students will save time in organizing their ideas and in recognizing their speeches' strengths and weaknesses if they will make outlines *before* attempting to write their speeches. Use Transparency 1 to illustrate your discussion.

- Discuss the parts of an outline, using Transparency 2 to illustrate your discussion.

- Discuss the types of outlines, using Transparencies 3-5 to illustrate your discussion.

Objective 12: State ways to develop proper delivery.
Objective 13: Select from a list ways to develop and add meaning to the delivery of a speech.
Objective 14: State reasons for using gestures when giving a speech.

Objective 15: State ways to make a good impression when delivering a speech.

- Discuss information students will need in delivering a speech: ways to develop proper delivery, ways to develop and add meaning to the delivery of a speech, reasons for using gestures when giving a speech.

Objective 16: List factors to consider when listening to and evaluating a speech.

- Discuss factors to consider when listening to and evaluating a speech.

- Explain that evaluating someone else's speech will also assist you in evaluating the quality of your own speech.

Objective 17: List organizations to which you might give a speech.

- Discuss organizations that students should consider presenting their presentations to for additional practice and experience.

- Contact one or more of the organizations mentioned and make plans for a couple of your students to present a presentation to the organization. This is the best way for your students to prepare for public speaking contests.

Objective 18: List steps for presenting welcoming addresses.
Objective 19: List steps for presenting introductions.
Objective 20: List steps for presenting awards.

- Discuss presenting welcoming addresses, introductions, and awards.

- Have a student present a welcome address to the class before the one-minute presentations, prepared speech, demonstration, and illustrated talk.

- Go around the room and have each student present an introduction of the student next to him or her.

- Have a mock award presentation and allow each student to present an award to you or a fellow student.

Objective 21: Give a prepared one-minute talk.
Objective 22: Select a speech topic and gather information for a prepared speech.
Objective 23: Write an outline for a prepared speech.
Objective 24: Write an introduction for a prepared speech.
Objective 25: Write the body of a prepared speech.

- Discuss Assignment Sheets 1-5. Guide students through these Assignment Sheets in the order they are presented, and have students turn in one Assignment Sheet for evaluation before they proceed to the next Assignment Sheet.

Objective 26: Write the conclusion of a prepared speech.
Objective 27: Give a prepared speech.
Objective 28: Give a demonstration.
Objective 29: Give an illustrated talk.
Objective 30: Evaluate another student's presentation.

- Discuss Assignment Sheets 6-10 and then have students complete each Assignment Sheet.

- Videotape each speech or presentation given to use as a tool for evaluation and discussion.

- Use the evaluation criteria in Assignment Sheets 8-10 to evaluate presentations.

EVALUATION

Pretest

- Use the unit Written Test for **both** the pretest and posttest. Give the students the pretest before they begin the unit.

- You may wish to use the CIMC publication *Measuring Learning and Competency Gains: The Pretest/Posttest Approach* for instructions and suggestions on giving pretests and using the results. Information for ordering this material is included in the Optional Resources section.

Assignment Sheet

- Evaluate students on Assignment Sheet activities if not previously done. Students must repeat an Assignment Sheet until they have mastered the activity.

Posttest

- After they have completed the unit, give students the Written Test again.

- Explain to the students that they will be asked to demonstrate on the Written Test actions listed in the specific objectives.

- You may wish to use the CIMC publication *Measuring Learning and Competency Gains: The Pretest/Posttest Approach* for instructions and suggestions on giving pretests and using the results. Information for ordering this material is included in the Optional Resources section.
- Reteach and retest as necessary to meet individual student needs and state standards for student learning and competency gains.
- Review individual and group performance to evaluate teaching effectiveness. Adjust scope, sequence, or instructional methods for additional lessons as required.

OPTIONAL RESOURCES

- *Measuring Learning and Competency Gains: The Pretest/Posttest Approach.* Stillwater, OK: CIMC, Oklahoma Department of Vocational and Technical Education, 1992. For ordering information call 800-522-5810.

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INFORMATION SHEET

GIVING PRESENTATIONS

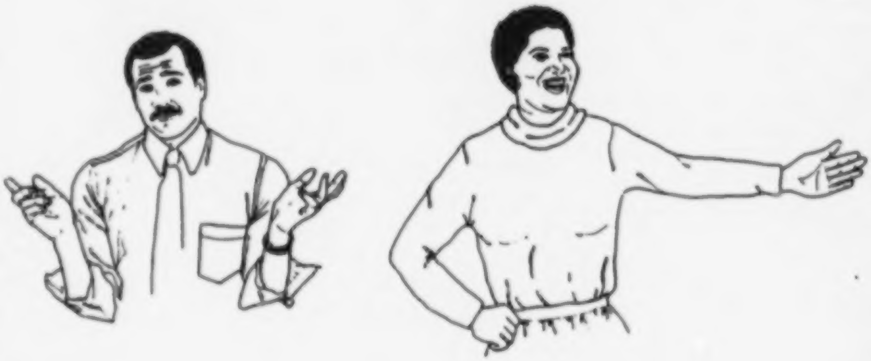
5

OBJECTIVE 1

Match terms associated with writing and evaluating speeches to their correct definitions.

- **articulate** - to talk distinctly
- **attitude** - position assumed for a specific purpose
- **communication** - two-way process of speaking and listening
- **context** - interrelationship of words in a paragraph or sentence that makes clear their exact meanings
- **fluency** - quality of being effortlessly smooth and polished
- **gesture** - facial expression or body motion used to emphasize an idea

EXAMPLES:



- **outline** - logical organization of ideas that forms the framework of any story, essay, or other form of information
- **poise** - easy, self-assured manner
- **pronounce** - to say or speak words correctly
- **quotation** - statement in which another person's words are cited exactly

- ***Reader's Guide to Periodical Literature*** - monthly publication that identifies current magazine articles

  ☞ **NOTE:** The *Reader's Guide to Periodical Literature* may be found in most public libraries.

- **speech** - the communication or expression of thoughts in spoken words
- **statistics** - data in the form of facts and figures

OBJECTIVE 2

Define phases of communication.

- **speaking** - using verbal and nonverbal expression to transmit a message to a receiver for a particular purpose

  ☞ **NOTE:** The speaker must use effective verbal skills (proper diction, grammar, pronunciation) as well as effective nonverbal skills (visible body movements, facial expressions, gestures, and posture) to communicate a message.

- **listening** - receiving, processing, and evaluating verbal and nonverbal messages expressed by a sender for a particular purpose

  ☞ **NOTE:** Receiving, processing, and evaluating the speaker's message involves staying alert, resisting distractions, noting nonverbal cues, and concentrating on what the speaker is saying-really hearing the speaker's message

OBJECTIVE 3

Match types of group presentations to their correct descriptions.

- **demonstration** - presentation illustrating the step-by-step procedure for performing a task or assignment
- **illustrated talk** - presentation using visual aids and objects to assist in making a point
- **oral report** - presentation covering the facts of a speech, report, or written document
- **panel discussion** - presentation in which three or more individuals discuss a topic from different points of view

- **prepared speech** - formal presentation following a logical sequence

OBJECTIVE 4

Select from a list general purposes of a group presentation.

There are three general purposes of group presentations. These purposes include the following:

1. To inform
2. To influence
3. To entertain

OBJECTIVE 5

Select from a list guidelines for preparing a successful speech.

Successful speeches require preparation and planning. Some suggested guidelines for preparing a successful speech are listed below.

- Choose an idea that is interesting to the audience.
- Choose an idea that is striking, different, or unusual.
- Choose information that is current and timely.
- Make the presentation clear to yourself.

  ☞ **NOTE:** Think about logical order.

- Phrase the speech clearly for your audience.
- Explain any new ideas or terms related to subject or topic.
- Practice giving your speech.

OBJECTIVE 6

Arrange in order steps to follow in writing a speech.

Preparation and planning can help make your speech a success. Part of the preparation includes a series of steps to follow when writing your speech. These steps are outlined below.

1. Select a familiar subject.
2. Research available references.
3. Record key information.

   EXAMPLE: Write on 3 x 5 cards.
4. Develop an outline.
5. Write a rough draft.
6. Revise the rough draft.
7. Type or print the final copy.

OBJECTIVE 7

List resources to use when gathering information for a speech.

Background information is available for the person who will look for it. The following list includes only a few reference possibilities.

- Check your personal books for information.
- Review back issues of trade and business magazines.
- Check school and public libraries.
- Use the *Reader's Guide to Periodical Literature* to locate magazine articles.
- Write to associations.
- Interview a resource person.

  EXAMPLES: President of a civic club, a business owner, a local politician
- Contact appropriate federal, state, or county government agencies.
- Check educational facilities and their publications.

- Check newspapers.

  ☞ **NOTE:** Many newspaper editors have very useful information.

OBJECTIVE 8

State rules for using quotations and statistics in a speech.

Quotations and statistics can help you prove a point or supply background information for your audience. The following list gives some basic guidelines for using quotes and statistics.

- Only use them when they are needed to make a point.

  ☞ **NOTE:** Limit the use of quotations in your speech; the audience wants to hear your opinions, not another author's opinions.

- Make sure the source and date of information are accurate.

  ☞ **NOTE:** It is common courtesy to cite the author's name, and doing so often helps support your information.

- Keep the true meaning of the quotations and statistics.

  ☞ **NOTE:** Use quotations and statistics in their original context.

OBJECTIVE 9

State reasons for using outlines.

- To help you recognize the speech's strengths and weaknesses
- To help you in organizing and developing your ideas
- To help you save time when writing the speech

OBJECTIVE 10

Discuss principle parts of an outline.

The **introduction** is the beginning of your speech. It should attract and motivate your audience. The introduction to a speech should get the audience's attention, state the purpose, relate the importance of the topic to the audience, and preview the main points to be covered.

The **body** of your speech presents the central theme of the speech. It carries the main idea to your audience. The body of a speech carries the speaker's message. It consists of the main points, subdivisions, and supporting details. Its main objective is to develop fully the theme of your presentation.

The **conclusion** is the end of your speech. It reviews or summarizes the main points of your speech, or asks for action. The end of a speech is just as important as the beginning and must be accorded its proper allotment of preparation. Your conclusion must do two things: 1) give your audience a feeling of completeness or satisfaction in terms of your having done what you set out to do, and 2) center attention on the whole idea of your speech rather than on any part of it. In short, it must drive home the central message of your speech.

OBJECTIVE 11

Define types of outlines.

- **topical** – outline style using key words or phrases to express the order of the thoughts to be presented in a speech
- **sentence** – outline style using complete sentences to express the order of the thoughts to be presented in a speech

☞ **NOTE:** The sentence outline is more complete and therefore usually a better outlining style for beginning speakers to use.

EXAMPLES:

Topical outline style

TITLE

Disease Cures

I. **INTRODUCTION**

Importance of research

II. **BODY**

A. **First main point**

Identification of disease's cause

1. Subpoint 1
2. Subpoint 2

B. **Second main point**

Isolation of disease

1. Subpoint 1
2. Subpoint 2

III. **CONCLUSION**

Possible cure

Sentence outline style

TITLE

Finding Cures for New Diseases

I. **INTRODUCTION**

Research of a new disease is essential to finding a cure. Begin with research and end with a possible cure.

II. **BODY**

A. **First main point**

The initial research begins with location the disease's cause.

1. Subpoint 1
2. Subpoint 2

B. **Second main point**

After finding the cause, the disease is isolated and tested.

1. Subpoint 1
2. Subpoint 2

III. **CONCLUSION**

The result of the testing is a possible cure for the disease.

OBJECTIVE 12

State ways to develop proper delivery.

There are several techniques that will help you develop a good delivery of your speech. Using these techniques will help you present your speech more effectively.

- Practice your speech in front of a mirror.
- Use a tape or video recorder for evaluating your delivery.
- Practice giving your speech in front of another person.

OBJECTIVE 13

Select from a list ways to develop and add meaning to the delivery of a speech.

- Maintain eye contact.
- Use gestures.

  EXAMPLES: Use your hands; vary facial expression

  ☑ **NOTE:** Be yourself, but do not overact. Overacting focuses the audience's attention on the speaker, not on the speech.

- Maintain good posture.
- Move around.
- Use voice control.

OBJECTIVE 14

State reasons for using gestures when giving a speech.

Think of a speech you recently heard. Did the speaker use any gestures? Did the gestures seem to have a purpose? Generally they do. Three reasons for using gestures are listed below.

- To emphasize specific thoughts
- To convey attitudes or moods
- To express thoughts and feelings

OBJECTIVE 15

State ways to make a good impression when delivering a speech.

When you make a speech, you want to make a good impression. You can do this by using the following guidelines.

- Be neatly groomed.
- Be prepared.

  ☞ **NOTE:** The best way to be prepared is to practice your speech until you know it well and can deliver it smoothly.

- Let all important actions and gestures be seen clearly.
- Be enthusiastic and confident.
- Recognize that some fear is normal; do not get too upset.
- Speak clearly and in a pleasant tone of voice.

OBJECTIVE 16

List factors to consider when listening to and evaluating a speech.

Content of speech

- Important and appropriate subject
- Suitable material
- Accurate statements included
- Evidence of purpose

Composition of speech

- Clear organization of content
- Appropriate language
- Unity of thought
- Proper sentence structure
- Logical development
- Accomplishment of purpose

Speaker's voice quality

- Proper pitch
- Proper articulation
- Proper force
- Proper pronunciation

Speaker's stage presence

- Appropriate attitude
- Good poise and body posture
- Ease before audience
- Appropriate personality

Speaker's personal appearance

- Neat appearance
- Appropriate dress

Speaker's power of expression

- Fluent
- Direct
- Proper emphasis
- Good communicative ability
- Sincere
- Good conveyance of thought and meaning

Speaker's response to questions reflect his or her

- Originality
- Familiarity with the subject

- Ability to think quickly

General effect of the speech

- Interesting
- Understandable
- Convincing
- Pleasing
- Captivating

OBJECTIVE 17

List organizations to which you might give a speech.

- Optimist Club
- Lions Club
- Kiwanis Club
- Chamber of Commerce
- Jaycees
- Licensed Practical Nurses Association
- Sales and Marketing Associations
- Vocational Associations
- League of Women Voters
- State Education Association
- Rotary Club
- Toastmasters
- Secondary School Principals
- State Board of Education

- Local School Board
- Chief School Officers
- Parent Teacher Association
- American Legion
- Century Club
- Veterans of Foreign Wars
- Labor Unions (AFL-CIO, etc.)
- Medical Society
- Youth Organizations (School, Vocational, Special Programs, Boy Scouts, etc.)
- Better Business Bureau
- Agency to Reduce Crime
- Women's Clubs
- Mason's Lodge
- Knights of Columbus
- Retail Merchants' Association
- Public School Assemblies
- City Council Meetings
- House of Representatives and/or Senate
- Local Business or Industry Board Meetings

OBJECTIVE 18

List steps for presenting welcoming addresses.

- Always stay calm.
- State the purpose of the meeting.
- State your appreciation for the audience's attendance.

OBJECTIVE 19

List steps for presenting introductions.

- Always stay calm.
- Give brief background information about the speaker.

  EXAMPLES: High school, organizations, family, hobbies, education, occupations, etc.
- State the presentation's title (if possible).
- State the speaker's name last.
- Keep the introduction under 1½ minutes.
- Lead the applause.
- Remain at the podium until the speaker arrives at the podium.
- Go around the speaker to your seat, not in front of the speaker.

OBJECTIVE 20

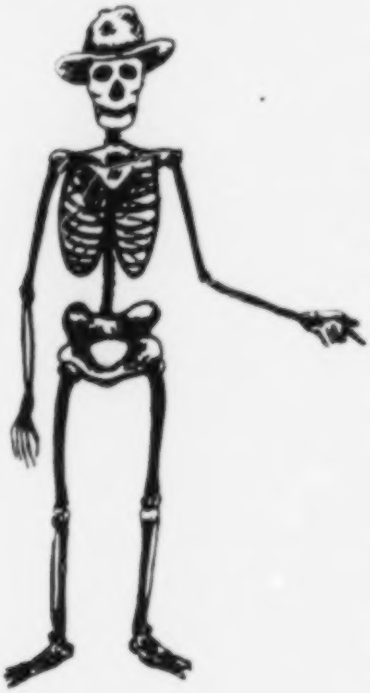
List steps for presenting awards.

- Explain the award's importance.
- Introduce the recipient while discussing the recipient's accomplishments.
- Shake the recipient's *right* hand while handing the award with your left hand.

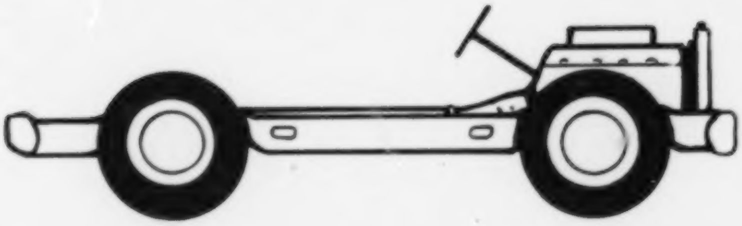
  ☞ **NOTE:** This procedure requires your hand to cross, therefore, you should practice the motion several times prior to the presentation to avoid embarrassment.
- Encourage the recipient to face the audience.
- Lead the applause.

What is an Outline?

A Skeleton —



or a Frame —



An outline forms the framework of a speech.

TM 2

Principal Parts of an Outline

I. INTRODUCTION:	Arouses interest in you and indicates your appreciation of the audience
II. BODY:	Develops the main idea; lets members of the audience know what they are going to hear and prepares them for good listening
III. CONCLUSION:	Summarizes, reviews, urges action, or gains respect for ideas expressed

What Should an Outline Look Like?

I. INTRODUCTION

II. BODY

  A. First main point

    1. Subpoint 1
    2. Subpoint 2

  B. Second main point

    1. Subpoint 1
    2. Subpoint 2

III. CONCLUSION

Sentence Outline Style

TITLE

Finding Cures for New Diseases

I. INTRODUCTION

Research of a new disease is essential to finding a cure. Begin with research and end with a possible cure.

II. BODY

A. First main point

The initial research begins with locating the disease's cause.

1. Subpoint 1
2. Subpoint 2

B. Second main point

After finding the cause, the disease is isolated and tested.

1. Subpoint 1
2. Subpoint 2

III. CONCLUSION

The result of the testing is a possible cure for the disease.

Topical Outline Style

TITLE

Disease Cures

I. **INTRODUCTION**

Importance of research

II. **BODY**

A. **First main point**
Identification of disease's cause

1. Subpoint 1
2. Subpoint 2

B. **Second main point**
Isolation of disease

1. Subpoint 1
2. Subpoint 2

III. **CONCLUSION**

Possible cure

ASSIGNMENT SHEET 1

GIVING PRESENTATIONS

5

Name ______________________________ Score __________

OBJECTIVE 21

Give a prepared one-minute talk.

INTRODUCTION

One of the best and easiest ways to begin preparing a presentation is to select a topic with which you are very familiar.

Part 1

INSTRUCTIONS

Prepare a one-minute talk about yourself, using the situation below.

You have just been informed by your instructor that you are to meet a new chapter member at the airport at 8:00 p.m. You have never met this person. Describe yourself in detail so that the person will be able to identify you in the crowd at the airport.

Use the space below to prepare your remarks.

Language
- Use standard grammar, spelling, and capitalization
- State ideas clearly

Oral Presentation
- Make informative presentations
- Use good speaking techniques
- Select/use words effectively

Part 2

Give your prepared talk. Remember that your talk is to be one-minute in length.

ASSIGNMENT SHEET 2

GIVING PRESENTATIONS

5

Name ______________________ Score __________

OBJECTIVE 22

Select a speech topic and gather information for a prepared speech.

INTRODUCTION

Perhaps the most difficult part of writing a speech is getting started–selecting a topic and gathering information on that topic. In this Assignment Sheet you will be guided through these two "getting started" phases of speech writing.

INSTRUCTIONS

Reading Comprehension
- Select useful resources
- Locate resources
- Use standard references

Research
- Take notes
- Use note cards

Teamwork/Cooperative
- Generate ideas

Part 1

Selecting a speech topic

When selecting a topic for a speech, you should choose a subject that is familiar and interesting to you.

Make a list of subject areas that you find interesting. Write down as many topics as you can think of, then review the list and select the topic for your speech.

Possible topics:

267

Part 2

Gathering information

Gathering information to develop your speech topic consists of two stages: 1) selecting possible reference materials and 2) recording key information from those references. To help you through these stages, follow the directions. When you have completed this activity, go on to Part 3 of the Assignment Sheet.

Reread Objective 5, concerning guidelines to follow when gathering information for a speech, then list possible references that may help you in finding background information to develop your speech topic. List those reference sources on the blanks below.

Possible reference sources:

Part 3

Recording key information from your references

Recording key information from your resource material or note-taking involves quoting another person's words or summarizing another person's thoughts. This must be done in such a way that the idea is clear to you and the original thought has not been distorted.

Read the following guidelines for recording information, then using the sources you listed in Part 2, take notes to help you develop your speech topic. Hand in your notes to your instructor for evaluation.

Guidelines for Recording Information

- Record information on 3x5 cards.
- If you are in doubt about whether or not to take a note, take it. It is easier to discard a note you do not need than to relocate a source.
- Summarize information in your own words without distorting the original thought.
- Do not copy information word-for-word from the original unless your source concisely sums up a great deal of information and you want to incorporate that quotation into your speech.
- If you copy a quotation, make sure you enclose it in quotation marks so later you will know that the note was quoted verbatim.
- Cite on each card the source and date of the information you have recorded.

ASSIGNMENT SHEET 3

GIVING PRESENTATIONS

5

Name ______________________________ Score __________

OBJECTIVE 23

Write an outline for a prepared speech.

INSTRUCTIONS

Composition
- Develop preliminary outline

Research
- Outline material

After gathering information from available sources, the next step in developing a speech is to make an outline. After you have reviewed the notes you took over your reference material, outline your speech, using the space below. Use either the topic or sentence outline style discussed in Objective 9. Have your instructor evaluate the completed outline.

TITLE

____

I. **INTRODUCTION**

____

____

II. **BODY**

A. **First main point**

____

____

1. Subpoint 1

____

____

2. Subpoint 2

____

____

B. **Second main point**

1. Subpoint 1

2. Subpoint 2

III. **CONCLUSION**

ASSIGNMENT SHEET 4

GIVING PRESENTATIONS

Name ______________________________ Score __________

OBJECTIVE 24

Write an introduction for a prepared speech.

INTRODUCTION

The introduction sets the stage for your speech. Select your words carefully. The introduction should be written in such a manner that the audience can identify with your speech. Make your sentences have meaning.

INSTRUCTIONS

Using the outline you developed in Assignment Sheet 3, write the introduction to your speech. You may use the space below for your introduction. If more space is needed, use the back of this page. Have your instructor evaluate your completed introduction.

Language
- Use standard grammar, spelling, and capitalization
- State ideas clearly

Composition
- Use complete sentences
- Use introductory/closing paragraphs

Cognitive Activities
- Create a finished product

Speech title: ______________________________

Introduction: ______________________________

ASSIGNMENT SHEET 5

GIVING PRESENTATIONS

5

Name ______________________________ Score __________

OBJECTIVE 25

Write the body of a prepared speech.

INTRODUCTION

The body of your speech is the heart of the speech. This part should be filled with useful information. The speech should flow from one point to another. Use words that have meaning and words that you feel comfortable using. If you use dates and figures, make sure that the sources are given.

INSTRUCTIONS

A considerable amount of time should go into preparing this part of your speech. Using the outline you prepared in Assignment Sheet 3, write the body of your speech. Use the following pages for writing your speech. Read through your speech and make modifications as needed. Have your instructor evaluate the completed body of your speech.

Language
- Use standard grammar, spelling, and capitalization
- State ideas clearly

Composition
- Use complete sentences
- Compose essays

Cognitive Activities
- Create a finished product

Speech title: ______________________________

Body: ______________________________

____

____

____

____

____

____

____

____

____

____

ASSIGNMENT SHEET 6

GIVING PRESENTATIONS

5

Name ______________________ Score __________

OBJECTIVE 26 **Write the conclusion of a prepared speech.**

INTRODUCTION

The conclusion should be short and closely tied to the text of your speech. The conclusion should summarize the key points of your speech and call for action if appropriate.

INSTRUCTIONS

Using the outline you developed in Assignment Sheet 3, write the conclusion to your speech. Use the space below to write your conclusion. If more space is needed, continue on the back of this page. Have your instructor evaluate your completed conclusion.

Language
- Use standard grammar, spelling, and capitalization
- State ideas clearly

Composition
- Use complete sentences
- Use introductory/closing paragraphs

Cognitive Activities
- Create a finished product

Speech title: ______________________________

Conclusion: ______________________________

ASSIGNMENT SHEET 7

GIVING PRESENTATIONS

Name ______________________________ Score __________

OBJECTIVE 27

Give a prepared speech.

INSTRUCTIONS

Language
- Use standard grammar, spelling, and capitalization
- State ideas clearly

Composition
- Use complete sentences
- Use introductory/closing paragraphs
- Proofread and edit

Oral Presentation
- Make informative presentations
- Use good speaking techniques
- Select/use words effectively
- Use effective body language
- Present appropriate appearance

Cognitive Activities
- Create a finished product

The time has arrived for you to prepare the final draft and give your speech. Use Assignment Sheets 4, 5, and 6 as your rough draft. Rewrite your speech, making the introduction, body, and conclusion fit together. Review the speech closely to make sure that it flows. Rework any unfavorable words or incomplete statements. Become comfortable with your speech.

Attach a copy of your final draft to this Assignment Sheet before turning it in to your instructor.

The following points may assist you.

- Study and restudy your speech. Make sure that you know your speech; memorize it if necessary.

  ☞ **NOTE:** A good way to memorize your speech is by reading it aloud several times.

- Practice your speech in front of a mirror. This will allow you to practice the use of gestures.

- Tape or video record your speech and play it back. This will give you an opportunity to hear how you sound or to see and hear how you deliver your speech.

Now that you have studied it, you are ready to deliver your speech. The following information will assist you in your delivery.

- Be neatly groomed.

- Be prepared.

- Maintain eye contact.

- Use gestures.

- Maintain good posture.
- Move around.
- Let all important actions or gestures be seen clearly.
- Recognize that some fear is normal.
- Speak clearly and in a pleasant tone of voice; use voice control.

ASSIGNMENT SHEET 8

GIVING PRESENTATIONS

Name ______________________________ Score __________

OBJECTIVE 28

Give a demonstration.

INSTRUCTIONS

Demonstrations are much easier to develop and present than are other types of presentations. Your demonstration should be no longer than 15 minutes in length.

Part 1

Select a topic that interests you and give a demonstration. Use the following work sheets to help you prepare your presentation.

TOPIC: ______________________________

1. What tools and equipment do you need?

• ______________________________

• ______________________________

• ______________________________

• ______________________________

• ______________________________

• ______________________________

• ______________________________

• ______________________________

• ______________________________

• ______________________________

Language
- State ideas clearly

Oral Presentation
- Make informative presentations
- Use good speaking techniques
- Select/use words effectively
- Present appropriate appearance
- Integrate audio and/or visual materials into oral presentations

Cognitive Activities
- Create a finished product

2. What visuals do you need?

- ________________________________
- ________________________________
- ________________________________
- ________________________________
- ________________________________
- ________________________________
- ________________________________
- ________________________________
- ________________________________
- ________________________________

3. Where will you present the demonstration? ____________

☞ **NOTE:** Remember, everyone in the room must be able to see your presentation. Always check the room arrangement before giving your presentation.

4. Having identified your topic and listed the equipment and tools needed, prepare your presentation. Use the following information to assist you.

- Make sure that your topic is current and that you are thoroughly familiar with the content.
- Develop your demonstration.
- Practice your demonstration and revise as necessary.
- Review the time frame; your presentation should not run over fifteen minutes.
- Make sure that the visuals used during your presentation are large enough to be seen by all people in attendance.
- Make sure that all your tools and equipment are available, in working condition, and clean.

- Check the meeting place several days prior to giving the presentation.
- Make sure that safety procedures are followed while giving the demonstration.

Part 2

Outline what you will cover in your demonstration. List the steps of your presentation and where your visuals will be presented. Use the space below to outline your demonstration.

Part 3

This part of the assignment will be used to evaluate your demonstration. Read through the evaluation carefully. It will assist you in knowing what points to check before giving your demonstration.

1. What was the length of the presentation? ________________

2. Did the demonstration follow a logical sequence?
   Yes ____ No ____

3. Did the presenter speak in a clear, distinct tone?
   Yes ____ No ____

4. Was the demonstration interesting? Yes ____ No ____

5. Could the demonstration be seen clearly, and were all visuals used large enough to be seen? Yes ____ No ____

6. Were proper safety procedures followed? Yes ____ No ____

   If no, what safety procedures were not followed? ____________
   ____
   ____
   ____
   ____

7. Did the presenter have all of the necessary tools and equipment?

   If no, what tools were missing? ____________________

8. Rate the presenter: Excellent ____ Good ____ Fair ____
   Poor ____

9. What were the strengths of the presentation? ____________
   ____
   ____
   ____
   ____

10. What were the weaknesses of the presentation?______________

____

____

____

____

____

11. In what ways could the presentation have been improved?

____

____

____

____

ASSIGNMENT SHEET 9

GIVING PRESENTATIONS

Name ______________________________ Score __________

OBJECTIVE 29 **Give an illustrated talk.**

INSTRUCTIONS

This Assignment Sheet requires you to give a three-minute illustrated talk. Use interesting and relevant visuals when giving an illustrated talk. The use of visuals sets this type of talk apart from other types of speeches, so select your visual aids carefully.

Part 1

1. Select a topic that interests you.

   TOPIC: ______________________________

2. Determine where the talk will be given. ____________________

   ☑ **NOTE:** People must be able to see your visuals during the talk. Check the room arrangement before giving your talk.

3. Select and prepare visuals from the list below. Select types of visuals you will be using and write a brief description of each.

   - Charts ______________________________
     ____
   - Models ______________________________
     ____
   - Posters ______________________________
     ____
   - Photographs ______________________________
     ____

Language
- State ideas clearly

Oral Presentation
- Make informative presentations
- Use good speaking techniques
- Select/use words effectively
- Present appropriate appearance
- Integrate audio and/or visual materials into oral presentations

Cognitive Activities
- Create a finished product

- Actual objects ______________________________

  ____

- Transparencies ______________________________

  ____

- Other (specify) ______________________________

  ____

4. List the equipment you will need.

   - ____
   - ____
   - ____

5. Now that you have selected your topic, have identified where the talk will be given, and have determined the types of visuals you will need, you can start preparing your talk. The following information may be helpful to you.

   - Make sure that the topic you selected is timely and that you feel comfortable with the topic.
   - Review the time frame; the talk should not run over three minutes.
   - Your visuals are the key to your presentation. Make sure they are large enough to be seen at the back of the room. Colors make your visuals stand out better and illustrate selected points.
   - Arrange your visuals according to the points you wish to make.
   - Practice your talk several times, paying close attention to your time.
   - Handle your visuals skillfully:
     - Address the visual and the audience;
     - Using the pointer, point to the visual to illustrate specific points;
     - Place visual at the back of the stack and continue with your talk.

Part 2

Use the space below to outline your talk. Be sure to include your visuals in your outline.

Part 3

This part of the Assignment Sheet will be used to evaluate your illustrated talk. Read through the evaluation carefully. It will assist you in knowing what points to check before giving your talk.

1. What was the length of the talk? ______________________

2. Did the talk hold the attention of the audience?

   Yes ____ No ____

3. Did the talk follow a logical sequence? Yes ____ No ____

4. Could the visuals be clearly seen from the back of the room?

   Yes ____ No ____

5. Were the visuals appropriate for the topic? Yes ____ No ____

6. Rate the use of visuals: (Check the most appropriate box.)

   Over used ☐

   Used appropriately ☐

   Used very little ☐

7. Did the presenter handle the visuals correctly and skillfully?

   Yes ____ No ____

8. Rate the speaker's delivery.

   a. Voice

      ____ Voice was loud

      ____ Voice was soft

      ____ Speaker spoke fast

      ____ Speaker spoke in monotone

      Comments: ______________________________________

      ____

b. Stage presence

1. Was the presenter dressed appropriately?

   Yes ____ No ____

   Comments: ______________________________

   ____

2. Did the presenter exhibit good poise and body posture?

   Yes ____ No ____

   Comments: ______________________________

   ____

3. Was the presenter at ease before the audience?

   Yes ____ No ____

   Comments: ______________________________

   ____

4. Was the talk interesting, understandable, convincing, and pleasing? Did it hold the audience's attention?

   Comments: ______________________________

   ____

9. What were the strengths of the talk? ____________________

____

____

____

____

____

10. What were the weaknesses of the talk?____________________

____

____

____

____

____

11. Rate the illustrated talk:

Excellent ____ Good ____ Fair ____ Poor ____

12. In what ways could the talk have been improved?__________

____

____

____

____

____

ASSIGNMENT SHEET 10

GIVING PRESENTATIONS

Name ______________________________ Score __________

OBJECTIVE 30 **Evaluate another student's presentation.**

INTRODUCTION

In Objective 16, you studied the factors to consider when listening to and evaluating a speech. The items listed in the information sheet were based on the score sheet used by the judges at public speaking contests. In this Assignment Sheet, you will use an official speech-rating sheet to evaluate another student's speech. Remember that evaluating someone else will also assist you in evaluating your own speeches.

INSTRUCTIONS

Read the Assignment Sheet below. Evaluate another student's speech by following the directions and by filling in the score sheet.

1. Record the speaker's name on the blank line below.

   ____

2. Record the title of the speech on the blank line below.

   ____

3. List the main point(s) the speaker made in the introduction to the speech.

   ____

   ____

   ____

4. List the main point(s) the speaker made in the body of the speech.

   ____

   ____

   ____

   ____

Language
- Use standard grammar, spelling, and capitalization
- State ideas clearly

Listening
- Apply active listening skills

Teamwork/Cooperative
- Give/receive feedback

Cognitive Activities
- Collect/record information

5. List the main point(s) the speaker made in the conclusion of the speech,

____

____

____

6. Briefly state the topic of the speech on the lines below.

____

____

7. Briefly discuss the speaker's voice quality. (Was the speaker's voice forceful enough? Was his or her pitch pleasing? Did he or she articulate clearly and enunciate correctly?)

____

____

8. Discuss the speaker's stage presence and personal appearance. (Was the speaker confident, poised, and at ease before the audience?)

____

____

____

9. Briefly discuss the speaker's power of expression. (How fluent was the speaker? Did the speaker convey the thought and meaning intended? Did the speaker seem sincere?)

____

____

____

10. Briefly discuss the speaker's ability to answer questions on the speech.

____

____

____

11. Discuss the general effect of the speech upon the audience.

____

____

____

____

____

____

12. Any additional comments: ______________________

____

____

____

____

____

____

WRITTEN TEST

GIVING PRESENTATIONS

5

Name ______________________________ Score __________

OBJECTIVE 1

Match terms associated with writing and evaluating speeches to their correct definitions. Write the correct letters in the blanks.

a. speech
b. communication
c. *Reader's Guide to Periodical Literature*
d. quotation
e. statistics
f. gesture
g. articulate
h. pronounce
i. attitude
j. fluency
k. poise
l. context
m. outline

_____ 1. Easy, self-assured manner

_____ 2. The communication or expression of thoughts in spoken words

_____ 3. Position assumed for a specific purpose

_____ 4. Facial expression or body motion used to emphasize an idea

_____ 5. Statement in which another person's words are cited exactly

_____ 6. Two-way process of speaking and listening

_____ 7. To talk distinctly

_____ 8. To say or speak words correctly

_____ 9. Data in the form of facts and figures

_____ 10. Quality of being effortlessly smooth and polished

_____ 11. Monthly publication that identifies current magazine articles

May be photocopied for student use.

_____ 12. Interrelationship of words in a paragraph or sentence that makes clear their exact meanings

_____ 13. Logical organization of ideas that forms the framework of any story, essay, or other form of information

OBJECTIVE 2

Define phases of communication. Write your answers in the blanks below.

1. Speaking ____

____

____

____

____

2. Listening ____

____

____

____

____

OBJECTIVE 3

Match types of group presentations to their correct descriptions. Write the correct letters in the blanks.

a. demonstration
b. prepared speech
c. oral report
d. illustrated talk
e. panel discussion

_____ 1. Presentation covering the facts of a speech, report, or written document

_____ 2. Presentation in which three or more individuals discuss a topic from different points of view

_____ 3. Presentation illustrating the step-by-step procedure for performing a task or assignment

May be photocopied for student use.

_____ 4. Presentation using visual aids and objects to assist in making a point

_____ 5. Formal presentation following a logical sequence

OBJECTIVE 4

Select from a list general purposes of a group presentation. Write an "X" in the blank before each correct answer.

_____ 1. To entertain

_____ 2. To influence

_____ 3. To procrastinate

_____ 4. To judge

_____ 5. To evaluate

_____ 6. To inform

OBJECTIVE 5

Select from a list guidelines for preparing a successful speech. Write an "X" in the blank before each correct answer.

_____ 1. Choose an idea that is interesting to the audience.

_____ 2. Speak quietly, but quickly, to finish on time.

_____ 3. Explain any new ideas or terms related to the subject or topic.

_____ 4. Phrase the speech clearly for your audience.

_____ 5. Use technical terms.

_____ 6. Speak in a flat voice to be clearly understood.

_____ 7. Make the presentation clear to yourself.

_____ 8. Choose information that is at least one year old.

_____ 9. Practice giving your speech.

_____ 10. Choose an idea that is striking, different, or unusual.

_____ 11. Give your speech without practicing for a "fresh" presentation.

May be photocopied for student use.

____ 12. Choose information that is current and timely.

OBJECTIVE 6

Arrange in order steps to follow in writing a speech. Write a "1" in the blank before the first step, a "2" in the blank before the second step, and so on.

____ Record key information.

____ Develop an outline.

____ Research available references.

____ Select a familiar subject.

____ Type or print the final copy.

____ Revise the rough draft.

____ Write a rough draft.

OBJECTIVE 7

List resources to use when gathering information for a speech. List eight resources in the spaces provided.

1. ____

2. ____

3. ____

4. ____

5. ____

6. ____

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7. ____

____

8. ____

____

OBJECTIVE 8

State rules for using quotations and statistics in a speech. Write your answers in the spaces provided.

1. ____

____

2. ____

____

3. ____

____

OBJECTIVE 9

State reasons for using outlines. Write your answers in the spaces provided.

1. ____

____

2. ____

____

3. ____

____

OBJECTIVE 10

Discuss principle parts of an outline. Write your answers in the spaces provided.

1. Introduction ______________________________

____

____

____

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2. Body ______________________________

____

____

____

3. Conclusion ______________________________

____

____

____

OBJECTIVE 11

Define types of outlines. Write your answers in the spaces provided.

1. Topical – ______________________________

____

2. Sentence – ______________________________

____

OBJECTIVE 12

State ways to develop proper delivery. Write your answers in the spaces provided.

1. ______________________________
2. ______________________________
3. ______________________________

OBJECTIVE 13

Select from a list ways to develop and add meaning to the delivery of a speech. Write an "X" in the blank before each correct answer.

____ 1. Maintain eye contact.

____ 2. Stand very still.

____ 3. Use gestures.

May be photocopied for student use.

____ 4. Maintain good posture.

____ 5. Move around.

____ 6. Use technical terms.

____ 7. Use voice control.

OBJECTIVE 14

State reasons for using gestures when giving a speech. Write your answers in the spaces provided.

1. ____________________
2. ____________________
3. ____________________

OBJECTIVE 15

State ways to make a good impression when delivering a speech. List five ways in the spaces provided.

1. ____________________
2. ____________________
3. ____________________
4. ____________________
5. ____________________

OBJECTIVE 16

List factors to consider when listening to and evaluating a speech. Write your answers in the spaces provided.

Content of speech (List three factors)

1. ____________________
2. ____________________
3. ____________________

May be photocopied for student use.

Composition of speech (List five factors)

1. ______________________________
2. ______________________________
3. ______________________________
4. ______________________________
5. ______________________________

Speaker's voice quality (List three factors)

1. ______________________________
2. ______________________________
3. ______________________________

Speakers's stage presence (List three factors)

1. ______________________________
2. ______________________________
3. ______________________________

Speaker's personal appearance (List two factors)

1. ______________________________
2. ______________________________

Speaker's power of expression (List five factors)

1. ______________________________
2. ______________________________
3. ______________________________
4. ______________________________
5. ______________________________

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May be photocopied for student use.

Speaker's response to questions (List three factors)

1. ______________________________
2. ______________________________
3. ______________________________

General effect of the speech (List four factors)

1. ______________________________
2. ______________________________
3. ______________________________
4. ______________________________

OBJECTIVE 17

List organizations to which you might give a speech. List ten organizations in the spaces provided.

1. ______________________________
2. ______________________________
3. ______________________________
4. ______________________________
5. ______________________________
6. ______________________________
7. ______________________________
8. ______________________________
9. ______________________________
10. ______________________________

OBJECTIVE 18

List steps for presenting welcoming addresses. Write your answers in the spaces provided.

1. ______________________________
2. ______________________________
3. ______________________________

May be photocopied for student use

OBJECTIVE 19

List steps for presenting introductions. Write your answers in the spaces provided.

1. ____

____

2. ____

____

3. ____

____

4. ____

____

5. ____

____

6. ____

____

7. ____

____

8. ____

OBJECTIVE 20

List steps for presenting awards. Write your answers in the spaces provided.

1. ____

____

2. ____

____

3. ____

____

May be photocopied for student use

4. ______________________________

____

5. ______________________________

____

OBJECTIVES 21-30

Evaluated on Assignment Sheets 1-10.

May be photocopied for student use.

ANSWERS — GIVING PRESENTATIONS 5

ASSIGNMENT SHEETS

OBJECTIVES 21-30

Assignment Sheets 1-10

Evaluated to the satisfaction of the instructor.

WRITTEN TEST

OBJECTIVE 1

1. k
2. a
3. i
4. f
5. d
6. b
7. g
8. h
9. e
10. j
11. c
12. l
13. m

OBJECTIVE 2

1. Speaking - using verbal and nonverbal expression to transmit a message to a receiver for a particular purpose
2. Listening - receiving, processing, and evaluating verbal and nonverbal messages expressed by a sender for a particular purpose

OBJECTIVE 3

1. c
2. e
3. a

4. d

5. b

OBJECTIVE 4

1, 2, 6

OBJECTIVE 5

1, 3, 4, 7, 9, 10, 12

OBJECTIVE 6

3, 4, 2, 1, 7, 6, 5

OBJECTIVE 7

Answer should include eight of the following:

- Check your personal books for information.
- Review back issues of trade and business magazines.
- Check school and public libraries.
- Use the *Reader's Guide to Periodical Literature* to locate magazine articles.
- Write to associations.
- Interview a resource person.
- Contact appropriate federal, state, or county government agencies.
- Check educational facilities and their publications.
- Check newspapers.

OBJECTIVE 8

Answer should include the following:

- Only use them when they are needed to make a point.
- Make sure the source and date of information are accurate.
- Keep the true meaning of the quotations and statistics.

OBJECTIVE 9

Answer should include the following:

- To help you recognize the speech's strengths and weaknesses
- To help you in organizing and developing your ideas
- To help you save time when writing a speech

OBJECTIVE 10

1. The **introduction** is the beginning of your speech. It should attract and motivate your audience. The introduction to a speech should get the audience's attention, state the purpose, relate the importance of the topic to the audience, and preview the main points to be covered.
2. The **body** of your speech presents the central theme of the speech. It carries the main idea to your audience. The body of a speech carries the speaker's message. It consists of the main points, subdivisions, and supporting details. Its main objective is to develop fully the theme of your presentation.
3. The **conclusion** is the end of your speech. It reviews or summarizes the main points of your speech, or asks for action. The end of a speech is just as important as the beginning and must be accorded its proper allotment of preparation. Your conclusion must do two things: 1) give your audience a feeling of completeness or satisfaction in terms of your having done what you set out to do, and 2) center attention on the whole idea of your speech rather than on any part of it. In short, it must drive home the central message of your speech.

OBJECTIVE 11

1. Topical – outline style using key words or phrases to express the order of the thoughts to be presented in a speech
2. Sentence – outline style using complete sentences to express the order of the thoughts to be presented in a speech

OBJECTIVE 12

Answer should include the following:

1. Practice your speech in front of a mirror.
2. Use a tape or video recorder for evaluating your delivery.
3. Practice giving your speech in front of another person.

OBJECTIVE 13

1, 3, 4, 5, 7

OBJECTIVE 14

Answer should include the following:

1. To emphasize specific thoughts
2. To convey attitude or moods
3. To express thoughts and feelings

OBJECTIVE 15

Answer should include any five of the following:

1. Be neatly groomed.
2. Be prepared.
3. Let all important actions and gestures be seen clearly.
4. Be enthusiastic and confident.
5. Recognize that some fear is normal; do not get too upset.
6. Speak clearly and in a pleasant tone of voice.

OBJECTIVE 16

Content of speech

Answer should include any three of the following:

- Important and appropriate subject
- Suitable material
- Accurate statements included
- Evidence of purpose

Composition of speech

Answer should include any five of the following:

- Clear organization of content
- Appropriate language
- Unity of thought
- Proper sentence structure

- Logical development
- Accomplishment of purpose

Speaker's voice quality

Answer should include any three of the following:

- Proper pitch
- Proper articulation
- Proper force
- Proper pronunciation

Speaker's stage presence

Answer should include any three of the following:

- Appropriate attitude
- Good poise and body posture
- Ease before audience
- Appropriate personality

Speaker's personal appearance

Answer should include the following:

- Neat appearance
- Appropriate dress

Speaker's power of expression

Answer should include any five of the following:

- Fluent
- Direct
- Proper emphasis
- Good communicative ability

- Sincere
- Good conveyance of thought and meaning

Speaker's response to questions

Answer should include the following:

- Originality
- Familiarity with the subject
- Ability to think quickly

General effect of the speech

Answer should include any four of the following:

- Interesting
- Understandable
- Convincing
- Pleasing
- Captivating

OBJECTIVE 17

Answer should include any ten of the following:

- Optimist Club
- Lions Club
- Kiwanis Club
- Chamber of Commerce
- Jaycees
- Licensed Practical Nurses Association
- Sales and Marketing Associations
- Vocational Associations
- League of Women Voters
- State Education Association
- Rotary Club
- Toastmasters
- Secondary School Principals
- State Board of Education

- Local School Board
- Chief School Officers
- Parent Teacher Association
- American Legion
- Century Club
- Veterans of Foreign Wars
- Labor Unions (AFL-CIO, etc.)
- Medical Society
- Youth Organizations (School, Vocational, Special Programs, Boy Scouts, etc.)
- Better Business Bureau
- Agency to Reduce Crime
- Women's Clubs
- Mason's Lodge
- Knights of Columbus
- Retail Merchants' Association
- Public School Assemblies
- City Council Meetings
- House of Representatives and/or Senate
- Local Business or Industry Board Meetings

OBJECTIVE 18

Answer should include the following:

- Always stay calm.
- State the purpose of the meeting.
- State your appreciation for the audience's attendance.

OBJECTIVE 19

Answer should include the following:

- Always stay calm.
- Give brief background information about the speaker.
- State the presentation's title (if possible).
- State the speaker's name last.
- Keep the introduction under 1½ minutes.
- Lead the applause.

- Remain at the podium until the speaker arrives at podium.
- Go around the speaker to your seat, not in front of the speaker.

OBJECTIVE 20

Answer should include the following:

- Explain the award's importance.
- Introduce the recipient while discussing the recipient's accomplishments.
- Shake the recipient's *right* hand while handing the award with your left hand.
- Encourage the recipient to face the audience.
- Lead the applause.

OBJECTIVES 21-30

Evaluated on Assignment Sheets 1-10.

OBJECTIVE SHEET

DEVELOPING TECHNIQUES FOR LEARNING

6

INTRODUCTION

Learning can be an enjoyable, pleasurable experience if you know and use techniques that can make learning easier. By developing proper learning skills, you will enhance your ability to learn. This unit will help you develop techniques for learning and for taking tests. These techniques can be used in your marketing class and in all other subject areas as well.

UNIT OBJECTIVE

After completing this unit, you will show the following competencies by mastering the activities on the Assignment Sheets and by scoring at least 85% on the Written Test.

SPECIFIC OBJECTIVES

1. Match terms associated with learning skills to their correct definitions.
2. State techniques for classroom learning.
3. Match techniques for remembering to their correct definitions.
4. State techniques for taking notes in class.
5. Arrange in order steps for using a reading system.
6. Select from a list techniques for developing successful study habits.
7. Complete statements about techniques for preparing for tests.
8. Select from a list techniques for preparing for a test.
9. State techniques for taking a test.
10. Select techniques for answering different types of questions.
11. Describe techniques for taking an essay test.
12. Take notes in class. (Assignment Sheet 1)
13. Complete a reading assignment using a reading system. (Assignment Sheet 2)
14. Use techniques for remembering. (Assignment Sheet 3)

15. Analyze your techniques for preparing and taking a test. (Assignment Sheet 4)

16. Chart your test-taking track record. (Assignment Sheet 5)

PREPARATION

- Review the unit and plan your presentation.
- Determine the scope and sequence of objectives you add. Design and develop support materials, including evaluation techniques for additional objectives.
- Review the teaching suggestions and plan classroom activities.
- Determine how you will schedule time for students to demonstrate competence in the required procedures.
- Order materials to supplement the unit.
- Order videos.
- Discuss Information and Assignment Sheets.
- Invite guest speakers.

  ☞ **NOTE:** Please provide the guest speaker with the specific topic relevant to the unit of instruction ahead of time. You may want to supply the Objective Sheet, Information Sheets, and any other components you want the speaker to cover. Confirm the scheduled appearance two to three days prior to the presentation.

- Remind students that their "job" right now is to study and learn. As with any job, there are skills to be mastered and techniques – or "tricks of the trade" – that help them work faster and easier and do a better job.
- Emphasize that whatever their abilities are today, these learning skills can improve their performance and can help them to learn more in less time. Remind students that all of them can "learn to learn" just as they are learning the theory and skills in your subject area.
- Share with students your own experience in developing learning skills when you were in school.

- Emphasize that improvement will be a long-range effort. As they learn new techniques and apply them, students will see a steady improvement in confidence and in test scores.

- Stress that poor performance on a test does not necessarily imply ignorance. Point out that history is full of examples of successful people who failed tests in their fields: Einstein flunked math, famous economist John Manard Keynes failed university economics, and one of Harry Truman's teacher's described him as "slow." If you can recall experiences in which you misread the instructions, discovered successful (and/or unsuccessful) approaches toward test taking, share these with your students.

- Have students discuss their own techniques for studying. Try to bring out problem areas. Students might be surprised to learn they share similar fears and difficulties.

DELIVERY

Objective 1: Match terms associated with learning skills to their correct definitions.

- Discuss terms associated with learning.

- Stress to students the difference between learning and remembering.

- Provide an example of key ideas from material you have covered previously.

- Ask students to provide examples of associations they have used to help them remember.

Objective 2: State techniques for classroom learning.

- Discuss techniques for effective classroom learning.

- Discuss characteristics of a "good" student and a "poor" one.

- Describe how your former successful and unsuccessful students have approached classroom learning.

- Ask students to list their own strengths or weaknesses as a student, either in discussion or written exercise. Ask them to look for and list ways they can improve their weaknesses.

Objective 3: Match techniques for remembering to their correct definitions.

- Present techniques for remembering.
- Point out that students already use these techniques in their everyday activities to remember phone and social security numbers, names, and facts.
- Share with students some of the devices you have used to learn and remember.
- Use Transparency Master 1 to demonstrate making a diagram. Point out time-based groupings, use of own words, visualization, counting, and acronyms.

Objective 4: State techniques for taking notes in class.

- Combine the theory of notetaking with actual practice in taking notes.
- Ask students what problems they have taking notes and discuss ways to solve those problems.
- Demonstrate different organizational patterns using information from your subject area.
- Give students a self-check "test" on a lecture later in the week to prove that taking notes helps retention.

Objective 5: Arrange in order steps for using a reading system.

- Introduce systematic reading.
- Point out to students that a reading system will enable them to learn and remember more and spend less time reading than the way they are reading now without a system.
- Ask students what "systems" they have learned or invented in other activities to make better use of their time and energy, i.e. morning rituals, washing dishes, etc.
- Have student complete Assignment Sheet 2 using a reading assignment from their regular textbooks. Since the system requires students to talk aloud, you may want to make this a homework assignment.

Objective 6: Select from a list techniques for developing successful study habits.

- Emphasize the importance of developing good, solid study habits.
- Present techniques and stimulate discussion about study habits.
- Have students make out a schedule or daily plan and reserve specific times for study. Remind them to allow time for relaxation.
- Have student discuss what supplies and materials they need for studying. Write the list on the board so students can note additional "tools" that they could use.
- Suggest that they look over their "notes" from the lecture on learning skills.

Objective 7: Complete statements about techniques for preparing for tests.

- Discuss techniques for preparing for tests.
- Present your students with the learning objectives you used for the last test in this course. If you have not developed specific objectives, discuss specifically, what you were testing for on the last test.
- Share with your students some of the experience you had learning how your teachers stressed important information. Ask students how they know when *you* stress important information in a lecture and elicit examples of other instructor's methods. This is an enjoyable exercise for everyone.
- Stress that studying many hours is not as important as getting the most out of their study time. The 3-hour block is the maximum limit for effective study periods. Fifty-minute sessions interrupted by 10- to 15-minutes rest and recreation breaks are optimum scheduling. "Rest and recreation" implies physical activity such as playing with the dogs or taking a bike ride to exercise tired muscles and relax the mind.
- Hand back the last test you gave or ask them to bring in the test and go over the techniques in this section.

Objective 8: Select from a list techniques for preparing for a test.

- Discuss techniques for preparing for a test.

- Use Transparency Master 2 to stimulate interest. Compare the rut of using old, limiting habits with the potential of using proven, healthy techniques to gain confidence, skill, and better grades. Draw the analogy of a tennis player who has good shoes and a top-quality racquet (techniques), coaching on the swing (techniques for answering different types of questions), good health habits, and plenty of energy for the match – and practice!

- Stress that cramming is a "failure technique." Draw the picture of a person frantically and pathetically stuffing himself with food before he goes on a trip where food will be scarce. Crammers get to the test nervous, exhausted, and in command of only a portion of the material they learned only hours before. Material is semi-memorized and confused. Compare this with an athlete's training: consistent review and organized, concentrated studying at a reasonable pace; then arriving at the test arena confident and ready to play the game.

- Discuss the value of repeated review and its effect on long-term memory.

- Point out that relaxation before stress is useful in increasing concentration and clarity in thinking. Some stress-control experts recommend that students study far enough in advance that they can–and should–go to a movie the night before the test.

- Have students discuss their own techniques for preparing to succeed. Share yours with them.

- Invite a rehabilitated drug user to visit the class and talk about the effect of taking drugs on grades and test performance.

Objective 9: State techniques for taking a test.

- Present techniques for taking a test.

- Go through their last test and look for instances where students can apply these specific techniques.

- Stress that students must have reasonable expectations. The techniques can help students who make Cs to make Bs; they cannot help students who make Ds to make As. All students who practice these techniques will find that taking tests is easier and that they will make fewer mistakes.

Objective 10: Select techniques for answering different types of questions.

- Present techniques for answering different types of test questions.

- Suggest that these techniques are "inside information" or "tricks of the trade" that can help them avoid mistakes and actually get better scores.

- Stress the preparation and study sections for each type of questions. Introduce sample questions from your subject area and let students provide examples of specific study techniques.

- Divide your students into five groups. Let each group make up a test (and provide answers) over a section of the course content using different types of questions. For example, have group one write multiple choice questions on the first half of this week's reading; group two write true-false questions; group three write matching questions on skill-achievement objective, etc. Allow "trick questions." Have the whole class take the test, using the techniques suggested in this section. Discuss how the techniques worked and which seemed most valuable to your students. Ask students to compare using these techniques with the way they usually approach a test.

Objective 11: Describe techniques for taking an essay test.

- Help students develop skills in taking essay tests.

- Develop a broad essay question in your subject area. In class discussion, identify main points and supporting material and outline an acceptable answer. Then, select a different point of view, identify main points and support, and write an acceptable outline. Stress that both answers would be correct. Let students write practice essays following one of the outlines. Assist with the critiques.

- Assign a television news program (such as 20/20 or 60 Minutes) for all your students to watch and outline. Make a videotape of the program to replay in class. Go over the main points and the outlines. Develop an essay question over the program and let students practice writing outline answers to the questions. Read some answers aloud for the class to analyze and critique.

Objective 12: Take notes in class.
Objective 13: Complete a reading assignment using a reading system.
Objective 14: Use techniques for remembering.
Objective 15: Analyze your techniques for preparing and taking a test.
Objective 16: chart your test-taking track record.

- Have students complete Assignment Sheets 1-5.

EVALUATION

Pretest

- Use the unit Written Test for **both** the pretest and posttest. Give the students the pretest before they begin the unit.

- You may wish to use the CIMC publication *Measuring Learning and Competency Gains: The Pretest/Posttest Approach* for instructions and suggestions on giving pretests and using the results. Information for ordering this material is included in the Optional Resources section.

Assignment Sheet

- Evaluate students on Assignment Sheet activities if not previously done. Students must repeat an Assignment Sheet until they have mastered the activity.

Posttest

- After they have completed the unit, give students the Written Test again.

- Explain to the students that they will be asked to demonstrate on the Written Test actions listed in the specific objectives.

- You may wish to use the CIMC publication *Measuring Learning and Competency Gains: The Pretest/Posttest Approach* for instructions and suggestions on giving pretests and using the results. Information for ordering this material is included in the Optional Resources section.

- Reteach and retest as necessary to meet individual student needs and state standards for student learning and competency gains.
- Review individual and group performance to evaluate teaching effectiveness. Adjust scope, sequence, or instructional methods for additional lessons as required.

UNIT REFERENCES

- Colligan, Louise and Doug. *Scholastic's A+ Guide to Good Grades.* New York: Scholastic Inc., 1979.
- Kesselman-Turkel, Judi and Franklynn Peterson. *Study Smarts: How to Learn More in Less Time.* Chicago: Contemporary Books, Inc., 1981.

  ☑ **NOTE:** This short, easy-to-read booklet is an excellent resource for students who can use additional learning techniques and encouragement.

- Preston, Ralph C. and Morton Botel. *How to Study.* Chicago: SRA, Science Research Associates, Inc., 1974.

  ☑ **NOTE:** This book includes workbook-type exercises for students to evaluate present performance, set goals, improve skills, and test their progress.

- Staton, Thomas F. *How to Study,* 5th ed. Montgomery, AL: How to Study, P.O. Box 6133, Montgomery, AL 36106, 1968.

OPTIONAL RESOURCES

- *Measuring Learning and Competency Gains: The Pretest/Posttest Approach.* Stillwater, OK: CIMC, Oklahoma Department of Vocational and Technical Education, 1992. For ordering information call 800-522-5810.

INFORMATION SHEET

DEVELOPING TECHNIQUES FOR LEARNING

6

OBJECTIVE 1

Match terms associated with learning skills to their correct definitions.

- **key ideas** – main points or important information taken from reading or lecture
- **learning** – gaining knowledge, understanding, or skill by study, instruction, or experience
- **mnemonic device** – a memory aid

  ☑ **NOTE:** Pronounced Nee-**mon**-ik

  EXAMPLE: "The colors that make up white light are red, orange, yellow, green, blue, indigo, and violet."

  A mnemonic device for the colors can be made by taking the first letter of each word in order: **ROY G. BIV**
- **remembering** – putting facts and ideas into long-term storage in the memory and being able to recall them on demand
- **survey** – to examine in a general way; to get an overview
- **technique** – method or procedure used to develop a skill

OBJECTIVE 2

State techniques for classroom learning.

There are several techniques that can help improve learning. These techniques include the following.

- Develop a positive, "can-do" attitude.

  ☑ **NOTE:** If you take an active, aggressive interest in *learning*, if you treat it as your current job, you will succeed. Like any other job, studying can be interesting and challenging if you approach it with enthusiasm.
- Attend all classes.

- Be on time.

  ☞ **NOTE:** It's a good idea to arrive early and stay late to preview, ask questions, talk with other students, and listen to others' questions and discussions with the teacher.

- Sit where you can see and hear and can be seen and heard.

- Read and complete assignments.

- Preview the day's assignment before class.

  ☞ **NOTE:** Ten minutes of preview time saves up to an hour of review time.

- Come to class prepared to discuss and ask questions.

- Take careful, readable notes.

  ☞ **NOTE:** See Objective 4, State Techniques for Taking Notes in Class, for more information.

- Listen with your full attention.

  ☞ **NOTE:** Leave personal problems outside the door. Listening is one of the most important parts of your job as a learner.

- Ask questions when you don't understand.

  ☞ **NOTE:** Don't be shy or afraid to ask! If you don't understand the answer you get, ask the question another way, and keep trying until you find out what you want to know.

- Review information as soon as possible after class.

- Get to know some other serious students.

  ☞ **NOTE:** Exchange phone numbers with at least one good student in each of your classes.

OBJECTIVE 3

Match techniques for remembering to their correct definitions.

There are five basic techniques for remembering. They include:

- **associate** – connect new information to something you already know

  ☞ **NOTE:** Association is the most effective memory tool because it is built on your own experience.

  EXAMPLE: "Stalactites are icicle-shaped deposits of carbonate of lime hanging from the roof of a cave. Stalagmites are cone-shaped deposits of carbonate of lime extending vertically from the floor of a cave."

  1. Associate "carbonate of lime" with a bottle of carbonated lime drink or with lime-green carbon paper.
  2. Associate letters in the words with the location of the formation: Stalactites hang from the ceiling and there is a "c" in stalactite and in ceiling; the "g" in stalagmite reminds you that it is on the ground.
  3. Remember that stalactites "hang tight" to the ceiling.

- **count** – learn the number of items involved

  ☞ **NOTE:** If you learn that there are *five* techniques for remembering and you can recall only *four*, then you know one is missing.

- **sound out** – make an image with sound

  EXAMPLES:

  1. Rhyme – In fourteen hundred ninety-two, Columbus sailed the ocean blue
  2. Rhythm – Miss-iss-ippi
  3. Rhythm and rhyme – Associate to make it mine; Sound out a clever rhyme; Count to get the right amount
  4. Use key words in a nonsense sentence you can remember – *Count* Dracula *associates* only with ladies he can *sound out* in three bites.

- **shorten** – take parts of the material, such as key words or the first letters of the items in a list, and arrange them into your own pattern or mnemonic device

  ☞ **NOTE:** The mind, eye, and muscles remember shorter items better than longer items.

  EXAMPLES:

  1. Count sounds, associate five short words

  2. Take the first letter of each word and make it into a new word that you can remember (called an "acronym" [**ak**-ro-nim].

     SCAVS: **S**ound out, **C**ount, **A**ssociate, **V**isualize, **S**horten

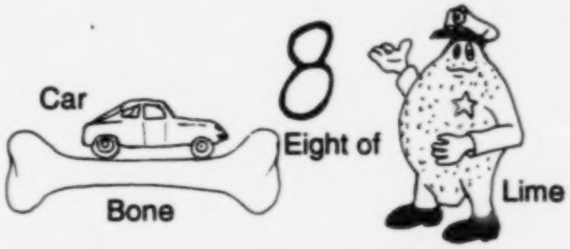
- **visualize** – make a mental picture

  ☞ **NOTE:** The picture may or may not be logical. Some memory specialists suggest that the more far-fetched a picture is, the more likely you are to remember it.

  EXAMPLES:

  1. Visualize a stalactite as a pair of tights hanging from the roof and "see" a stalagmite as rising up from the floor and covered with little bugs (mites).

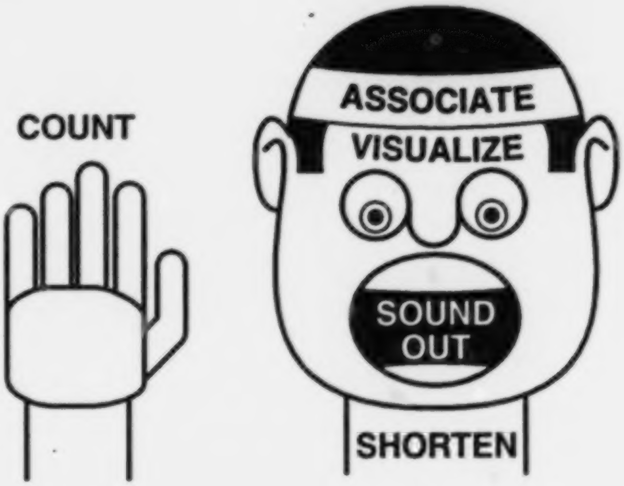
  2. Visualize "carbonate of lime" – a car driving over a bone with an "8" and a lime dressed as a traffic cop:



  3. Visualize a piece of coal (carbon) eating a lime.

4. Place or locate information in a picture that you can remember (this is called "loci [**lo**-si] strategy." The example below uses the techniques for remembering:

ASSOCIATE
VISUALIZE **SOUND OUT**
COUNT **SHORTEN**
OR:



OBJECTIVE 4

State techniques for taking notes in class.

Notes on class lectures help you remember and help you understand. The very act of taking the notes means you are actively involved in the learning process.

- Be ready with your paper and pen before the class starts.

- Use looseleaf paper and write on only one side.

  ☑ **NOTE:** This may seem wasteful, but it will allow you to arrange your notes in an order that makes more sense to you later. Some experts recommend that you write in a column half the width of the paper so you can add notes and comments from your reading or personal experiences.

- Write down key ideas only.

  ☑ **NOTE:** Your purpose is to understand the main ideas. Spend your notetaking time wisely. Keep note brief. Your teacher will usually provide several examples to demonstrate a major point, but a single example should jog your memory.

- Listen and watch for behavior that "signals" key ideas.

  EXAMPLES:

  1. "Body language" that points up the important information:
     - pointing a finger or making a fist
     - moving forward, leaning forward, or standing up straighter
     - large gestures
     - changes in the tone of voice
     - pauses
  2. "Warning words" that come before important information:
     - "first....second....third"
     - "the basic idea is..."
     - "something you want to remember..."
     - "the reason it works this way is..."
     - "note that...

- Pay close attention to opening and closing remarks.

  EXAMPLES:

  "The purpose of today's lecture is..."
  "Today we are going to cover..."
  "Yesterday we talked about..."

  "In conclusion..."
  "To review..."
  "Going back over..."

- Write down any idea that the teacher repeats.
- Copy diagrams, charts and graphs from the board.
- Develop a shorthand form of writing that works for you.

  ☑ **NOTE:** Restate the idea in your own words when you can.

EXAMPLES:

1. Dvlp a shrthnd tht wrks 4 u

2. "The better your notetaking, the more you increase your learning."

   ↑ note tking ↑ lrning

3. "By 1990, there will be 250,000 new jobs available in industrial electronics."

   1990 → 1/4 mill jbs avail – indus electrncs

- Organize your notes in a pattern that makes sense to you.

  ☞ **NOTE:** Organizing notes gives you an overview of the information and reinforces your understanding and remembering.

  EXAMPLES:

  Outline form
  According to the history of the subject
  Spatial or geographic form – by location
  Alphabetical order
  In series – first, second, third stages
  In categories – all information related to a subject or process

OBJECTIVE 5

Arrange in order steps for using a reading system.

There are several good systems that help you cut reading time while you increase your understanding. They all include the same basic steps; PQRST – preview, question, read, state, test; SQ3R – survey, question, read, recite, review; and OK4R – overview, key ideas, read, rite, relate, review. Any system *will* work if you stay with it – and you will get better with practice.

- **Survey the whole chapter or unit** – Read the title, the section headings, everything in **bold print** and *italics*, look at lists, pictures, graphs, and tables. Important ideas may be marked with bullets (•), arrows, stars, or different colored ink. Read the questions at the end of the chapter. When you are finished, you will have a good overview of the chapter.

- **Read quickly until you are full of information, then stop** – *You may read the entire assignment, or just one page, or maybe* even one paragraph. As you read, underline major ideas, and answers to the questions at the end of the chapter. If you don't understand something, look it up or ask. When you feel "full of information" STOP, and go on to the next step.

- **Write down the key ideas immediately** – Put down the book and for the first minute – 60 seconds – after you stop reading, write down the major points in a few words or sentences. The act of writing from your own thought fixes the information in your mind better than if you had copied it. Take another few minutes to survey again, making sure you got all the key ideas and got them right.

- **Say the key ideas or key words out loud** – Use your own words. Saying the ideas and hearing yourself helps you form associations. This step tells you that you can go on to new material or that you should re-read the section.

- **Record it in your mind** – Put the information on your mental "tape machine" by connecting it with something you already know. Draw, diagram, make mnemonic devices, or use other techniques for remembering; find a logical system for relating the ideas.

- **Review later, on a regular schedule** – The actual amount of review you need depends on the type of material and on your own learning rate. The more memorization a course requires, the more time you will spend in reviewing. According to experts on learning, most people will benefit from this schedule:

    - ☐ 1st review: 5-10 minutes after learning
    - ☐ 2nd: later the same day
    - ☐ 3rd: a week later
    - ☐ 4th: a month later
    - ☐ 5th: Just before the exam

- **Discuss with others** – Going over the material with other students is an excellent way to review because you are reading, listening, and talking about the subject. Also, you will be sure your information is complete and correct.

OBJECTIVE 6

Select from a list techniques for developing successful study habits.

- Schedule a regular, uninterrupted time for studying.

- Work in a quiet, well-lit, well-ventilated area.

  ☞ **NOTE:** Study as a habit, in the same place at the same times. You will train your mind to concentrate as soon as you enter the study area.

- Have on hand all the tools you need to work effectively.

  EXAMPLES: Paper, pencils, rulers, dictionary, calculator

- Focus your attention on your work.

  ☞ **NOTE:** Leave personal problems outside your study area, work in silence rather than with music or TV, close your mind and ears to outside noises.

- Stop studying when you get tired or begin making mistakes.

- Study for short periods and take breaks.

  ☞ **NOTE:** You will learn more in four one-hour sessions spread over four days than in a single six-hour session. Fifty minutes is the most time that an average person can study effectively.

- Get or make a course outline and always look for the overall view of the material.

  ☞ **NOTE:** You will know where you are, where you are going, and what's expected of you. Your work will be much easier.

OBJECTIVE 7

Complete statements about techniques for preparing for tests.

- Find out what material will be covered on the test.

  EXAMPLE: Ask your instructor for the learning objectives for this section of the course.

  A *learning objective* is a statement of information to be mastered or a skill to be achieved. For example:

  The student will be able to label the parts of a sewing machine (or gasoline engine, typewriter, lathe, computer, oxyacetylene torch, sphygmomanometer, etc.)

- Find out what types of questions will be on the test.

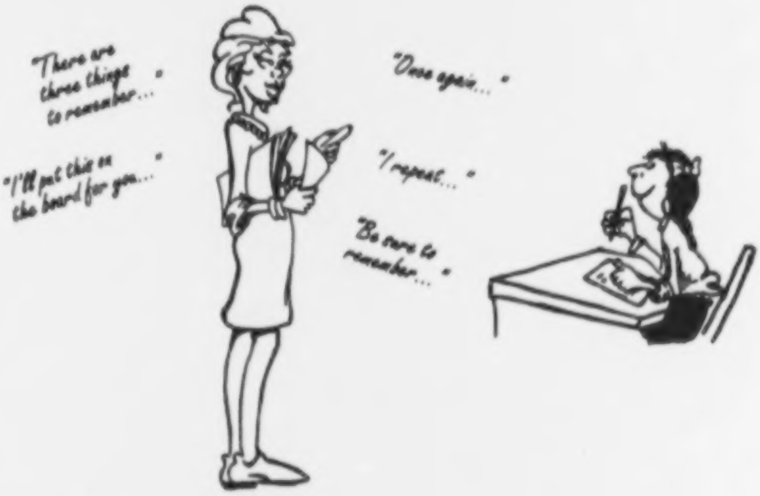
  ☞ **NOTE:** The first page of this unit lists specific objectives to develop techniques for taking tests. Notice that the first word of each objective tells you the type of questions you will have to answer and is a helpful study hint.

  EXAMPLES: Multiple choice, true-false, completion, matching, short answer, or essay; or a combination of these

- Take good notes on reading assignments and class discussion.

- Listen and watch for clues from the instructor about the material to be covered.

  EXAMPLES:


"There are three things to remember..."
"I'll put this on the board for you..."
"Once again..."
"I repeat..."
"Be sure to remember..."

  - "This is very important..."
    "Be sure to remember that ..."
  - Watch for gestures and changes in posture or voice that signal important information.
  - Underline in your notes and book anything your instructor repeats.
  - Include what is written on the board or on transparencies in your notes.

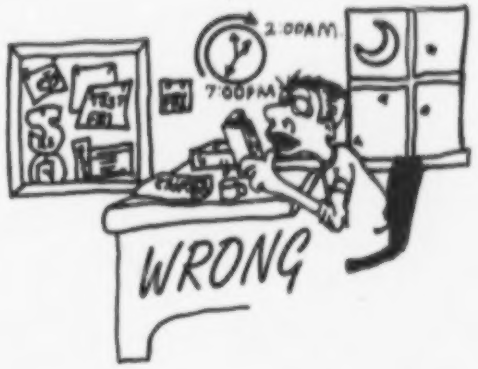
- Set up and use a study schedule starting 3-6 days before the test.

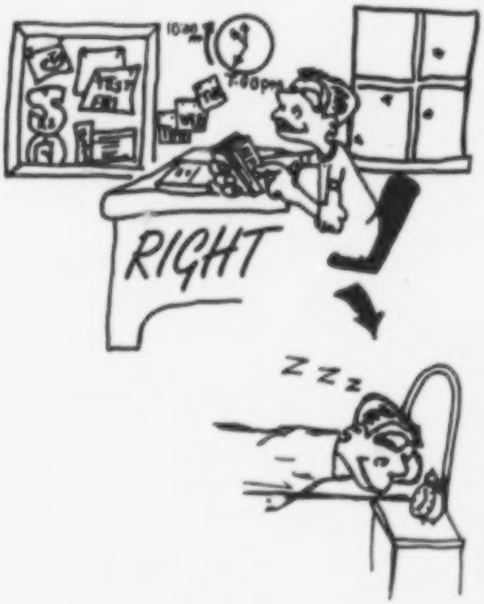
  ☞ **NOTE:** You will learn and remember more with repeated reviews over several days than in one or two long, intense study periods.

- Increase your study sessions by 3-hour blocks.

  ☞ **NOTE:** Research on study habits shows that we can study most effectively for periods of no more than 50 minutes and that the ability to learn and remember drops off after three hours. The optimum schedule is to study in blocks of *no more* than three hours at a time.

  EXAMPLE: If three hours' study time was not enough for the last test, try studying six hours. If six hours are not enough, study nine hours the next time and so on. Three-hour blocks stretched over several days is more effective than adding an extra block per day.





OBJECTIVE 8 **Select from a list techniques for preparing for a test.**

- **Avoid cramming.** Cramming is hazardous to your health and your grades. Research shows that by test time, you will retain only about 20% of the information you learned by cramming and you will be tired and more apt to make mistakes.

- **Review and pre-test yourself with your notes**. Go over your notes and scan, *don't reread the book*. Organize the information in a way that makes sense to you. Then read your notes five times out loud. Write down key ideas or facts to be memorized. Choose items you think will be on the test and make up your own test, then take it. This practice will help you learn and remember, and will give you confidence when you sit down for the real test.

- **Get a good night's sleep**. You will perform much better if you are rested and alert.

- **Get your body ready with exercise**. Get your circulation going, especially get blood to your brain.

  EXAMPLE: When you get up in the morning, jog in place for five minutes, take a short walk, practice yoga, or do pushups.

- **Get your body ready with the proper food**. Eat a balanced meal and avoid donuts and other sugary foods that interfere with your ability to concentrate. Drink less coffee on test days; it increases your nervousness and decreases your ability to think clearly.

- **Scan your notes lightly before the test.**

- **Prepare yourself to succeed.**

  EXAMPLES: Get rid of unwanted tension. Do what works best for *you*; sit calmly and quietly and take deep breaths, jog or jump, take a 10-minute nap.

  Drink a glass of water right before the test to rush blood to your head and help you think clearly.

- **Stay off of drugs**. Talk to people who are and were successful in school. Ask them to tell you about taking tests with and without drugs. The very fact that drugs make you *feel* differently tells you that they also make your *mind work differently*. Even drugs that make you "feel good" will slow down or block your thinking so that while you may "feel good' about your answers, the answers are often wrong.

OBJECTIVE 9

State techniques for taking a test.

There are many techniques you can use to help you do your best on tests. These techniques include the following.

- Arrive early or on time with everything you need.

  EXAMPLE: Pens or good, soft-lead pencils (sharpened), good erasers, scratch paper, calculator, tissues, glass of water

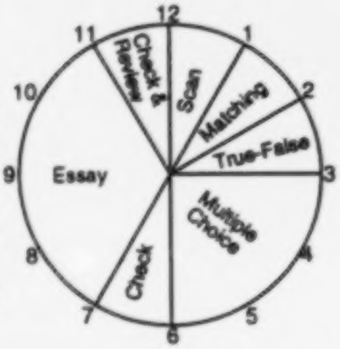
- Listen carefully to all instructions and comments from your instructor.

- Ask questions when you don't understand. Go to the instructor during the test if you have a question.

- Scan the entire test.

☑ **NOTE:** Read all the instructions to get a sense of what you are required to do. Notice the different types of questions, and make a quick estimate of how much time you need for each section of the test.

- Schedule your time.



☑ **NOTE:** Pay attention to the test. How long is the test? How many parts? Which parts are easy and will go quickly? Which parts are hard and will require more time? Look at the value of the questions and plan to give more time to those that will give you the most points. Be sure to leave time to check your answers.

- Read all instructions and questions carefully, several times.

☑ **NOTE:** Most mistakes come from reading the questions wrong, especially on multiple-choice and true-false tests. Experts recommend reading instructions and questions 3 times and underlining important words.

- Watch for clue words.

☑ **NOTE:** To make sure you answer exactly what the question asks, underline the clue words and any other key ideas *before* you consider the answer.

EXAMPLES:

good
better
best
bad
worse
worst

always
often
usually
sometimes
seldom
rarely
never

most
more
equal
less
fewer
least

all
every
most
many
few
none

not
except

- Answer easy questions first.
- Mark questions that you don't know, skip them, and come back to them later.

- Guess only when there is no penalty for wrong answers.

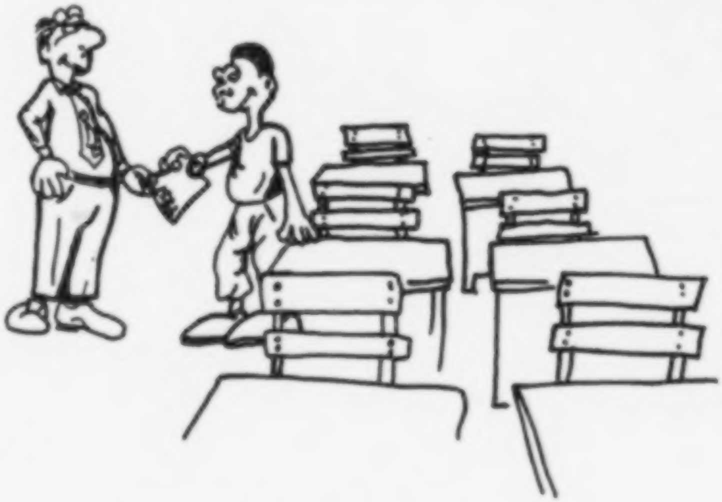
  ☞ **NOTE:** When the test is scored by the number of correct answers, it is generally safe to guess, especially on true-false questions. If the test is scored by subtracting the number of wrong answers from the right answers, leave the questions blank.

- Review the entire test and check your answers.

  ☞ **NOTE:** Don't change any unless you have a *good reason.*

- Use all the time allowed.

  ☞ **NOTE:** Even if you finish before the test period is over, take the full amount of time to check your answers and look over the whole test. The people who turn in their papers first usually make an A+ or an F. Take your time. Be proud to be the last person to turn in your paper.



OBJECTIVE 10

Select techniques for answering different types of questions.

☞ **NOTE:** For all types of questions: (1) read the instructions *three times*, (2) underline important words, (3) scan the entire section, and (4) answer easy questions first.

Type of question	Preparation and study	Test procedures	Tips for success
MULTIPLE CHOICE Columbus discovered America in A. 1342 B. 1492 C. 1249	Study facts, dates, and definitions. Compare similar important ideas, noting similarities and differences.	Try to figure out the correct answers before reading the choices. Eliminate wrong answers.	Clue words include *best, most, least, correct, incorrect,* and similar words. Underline these.
TRUE-FALSE T F Columbus discovered America in 1249.	Memorize facts, dates rules, and important statements. Review often	Read carefully. Work quickly, answer questions you know immediately. Guess if there is no penalty for wrong answers.	If any part of the statement is false, the whole statement is false. Usually more statements are true than are false. Watch for the clue words such as *all, none, only, always, never, generally, probably, seldom.*
MATCHING ___A. + 1. minus ___B. x 2. plus ___C. − 3. divide ___D. ÷ 4. times	Practice connecting words, facts, and phrases. Write a column of important terms then write the words associated with the terms.	Scan both columns quickly. Work down the column having the longest phrases (these contain more clues) first. Work on the easiest items first, cross out items as you use them (unless some answers are used more than once). Count the numbers and letters when you are finished to make sure you haven't omitted any or used the same one twice.	The most common connections area: Names with achievements or actions Laws or rules with dates, founders, or functions Locations with important events
FILL-IN OR COMPLETION Columbus discovered America in ________	Review and memorize facts. List major ideas and write down key words or facts associated with them.	On difficult questions, list as many words as you can think of that *might* complete the statement. Use the margin or back of the page. Try each answer, then use the one that looks most familiar.	"An" before a blank means the missing word begins with a vowel. Look for plurals; look for verb clues such as *are* or *is, have* or *has.* Notice the length of the blank.
SHORT ANSWER Who discovered America and in what year?	Memorize names, places, dates, facts, rules, and important statements. Study lecture notes for key ideas from the instructor	Move quickly through the test. Use correct terms for the subject area. Complete sentences are usually not necessary.	Write what you know and move to the next question. You may be able to get partial credit for what you do know. For example, if you can't remember 1492, use "the late 1400's" or "the 1490's."

OBJECTIVE 11 **Describe techniques for taking an essay test.**

Essay questions ask you to organize the information and, often, to present your own ideas about the material. A "right" answer depends on clear, well-written statements supported by facts and examples. Pay attention to your instructor's theories and opinions and include these in your answer when possible.

- **Study to get an overview of the material.**

  ☞ **NOTE:** Study underlined sections in your notes and text, review headings and subheadings. List main ideas and supporting examples as you study.

- **Read directions carefully and underline clue words.**

EXAMPLES:

Compare	Discuss similarities and differences.
Contrast	Discuss differences.
Interpret	Discuss your ideas about the subject and support them with reasoning and examples from your text and notes.
Define	State the major characteristics or qualities using the correct terms for the subject area.
Describe	State characteristics, qualities, or procedures.
Evaluate	Present the pros and cons.
Discuss	Select your own point of view (compare, interpret, evaluate, etc.), present main ideas and connect them together; use examples.
Justify	Back up the idea or statement with reasoning, facts, and examples.
Summarize	State all major points.
Prove	Show that a statement or an idea is true and its opposite is false; support with facts, examples, and reasoning.
Criticize	Discuss the strengths and weaknesses of the subject.
Explain	State the procedures, show how main points or events combine to make up the whole idea.

- **Budget your time.**

EXAMPLES:

If the answer requires	*allow*	*use*
20-30 words	2-5 minutes	main points only
50-75 words	10-15 minutes	1 support for each main point
199-150 words	20-30 minutes	2 supports for each main point
300-500 words	45-60 minutes	3 supports for each main point

- **Outline your answer, including examples, on a separate piece of paper.**

EXAMPLE: Jane Auel used Iza the clan healer and Creb the Mog-ur (witch doctor) as the main characters to **contrast** with Ayla the human in *The Clan of the Cave Bear.* **Discuss.**

- Ayla was an outsider to the clan
    - represented the coming of the new
    - needed to be accepted
    - needed to learn the skills to survive
- Iza was the physical doctor
    - had secret knowledge of healing
    - could teach Ayla about herbs and healing plants to make her valuable to the clan
    - was granted special privileges in the clan so Ayla could do things other women were not allowed to do
        - allowed to live without a husband
        - had influence with Creb
- Creb was the spiritual doctor
    - had secret knowledge of the spirit world
    - could teach Ayla the values of the clan
    - was granted special privileges in the clan so he could give Ayla special privileges and protect her from the others

- **Write a clear opening statement of your main idea.**

☞ **NOTE:** Spend some time on your opening statement and get it as clear and well written as you can.

EXAMPLE: By contrasting the human Ayla with the primitive clan members Iza and Creb, Jane Auel insured that Ayla received the physical and spiritual knowledge she would need to survive in the clan and in the wilderness.

- **Provide enough support to demonstrate the *idea fully*.**

  EXAMPLE: Facts, names, dates, examples, reasoning

- **Connect ideas together.**

  ☑ **NOTE:** Be sure to connect ideas according to the purpose of the question, i.e. discuss, contrast, compare, explain.

  EXAMPLE: As Iza was the guardian of the body, Creb was guardian of the spirit.

  ☐ Use phrases such as:

    - *In contrast, On the other hand*
    - *Similarly, In much the same way*
    - *First....second....third, the next step*
    - *Of greater importance*

- **Present only one main point in a paragraph.**

- **Use your time to show what you know.**

  ☑ **NOTE:** Don't write about what you don't know. Instead, use additional examples or explanations to develop your ideas.

- **Use key phrases, words, and statements from your instructor's lectures.**

- **Read over your answer.**

  ☑ **NOTE:** Check your reasoning, spelling, grammar, and penmanship. Teachers may unconsciously give lower grades to answers that are hard to read than to answers that are easy to read.

- **Go over your graded test and use it to plan a strategy for your next test.**

OBJECTIVES 12-16 **Complete Assignment Sheets 1-5.**

TM 1

A Diagram of Key Ideas (From "Techniques For Classroom Learning")

OVERALL		
☺	0	100%
1. Keep a good attitude **Before Class** 1. Read assignment 2. Preview 3. Come prepared to work	**2.** Be on time **During Class** 1. Listen 2. Ask questions 3. Sit up front 4. Take good notes (first letters spell LAST)	**3.** Go to all classes **After Class** 1. Review info 2. Get phone number for Frank or Liz

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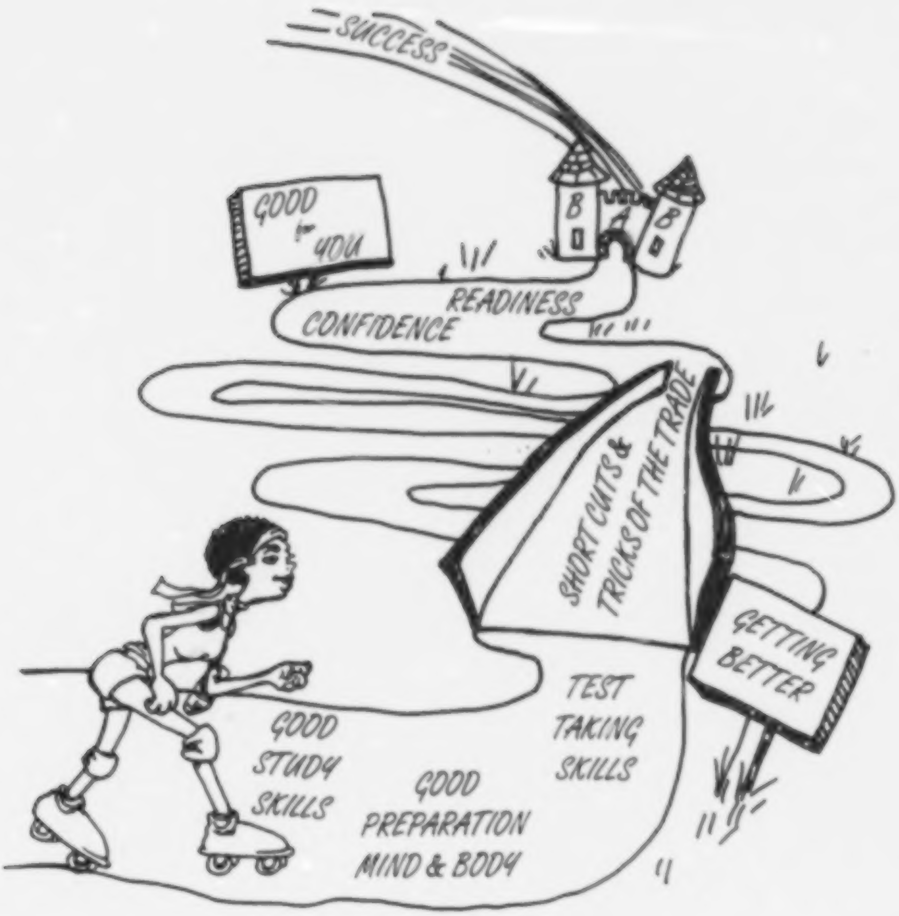
Get Out of Your Rut and on the Right Track


SUCCESS
GOOD for YOU
B
A
B
READINESS
CONFIDENCE
SHORT CUTS & TRICKS OF THE TRADE
GETTING BETTER
TEST TAKING SKILLS
GOOD STUDY SKILLS
GOOD PREPARATION MIND & BODY

When you are equipped with the right techniques you can go farther – faster & easier!

May be photocopied for student use.

ASSIGNMENT SHEET 1

DEVELOPING TECHNIQUES FOR LEARNING

6

Name ______________________________ Score __________

OBJECTIVE 12

Take notes in class.

INTRODUCTION

Taking good notes helps you listen to, learn, and remember the information in the lecture. In a study on notetaking, half the students took notes on a class lecture and half didn't. When they took a test a *week later*, the students who took notes did much better than the students who only listened.

INSTRUCTIONS

Research
- Take notes

Part 1

As your teacher covers today's material, listen for key ideas. Write them in the left column below and on the following page. Use note form and remember to:

1. Use your own words.
2. Keep your notes short – write key words, not sentences.
3. Use a shorthand, but be sure you can read it.
4. Use the right-hand column to write down your own comments and questions, and to relate the materials to your own experience.
5. Watch for body language to signal important information.

Part 2

1. Read over your notes.
2. Make sure you can read them; if you have any questions, ask your teacher.
3. Think about the information, relate it to something you have learned before or to your own experiences, and write yourself notes in the right-hand column.
4. Organize your notes into a pattern that makes sense to you and write it out in the space below.

   ☑ **NOTE:** Writing is the most effective way to remember something. You use your mind and your muscles to work with the new information.

5. Review your notes one other time today.

ASSIGNMENT SHEET 2

DEVELOPING TECHNIQUES FOR LEARNING

6

Name ________________________________ Score __________

OBJECTIVE 13

Complete a reading assignment using a reading system.

INTRODUCTION

Reading with a system can help you learn more in less time than if you read from beginning to end as most people do. Taking good notes on your reading means that you do not have to reread the assignment in order to review and study for your test. Taking notes will help you remember what you read, but thinking about it and relating what you read to what you already know will ensure that you really *learn* what you have read.

INSTRUCTIONS

Reading Comprehension
- Gain factual information

Research
- Take notes

Part 1 - Prepare to read your assignment.

1. Write down the reading assignment.
2. Review objective 5 of the Information Sheet which covers steps for using a reading system.
3. Have all the tools you need on hand.

   EXAMPLE: Your class notebook or looseleaf paper, pencils or pens, a clock or watch
4. Draw a line down the page of your notebook paper $^{1}/_{2}$ to $^{3}/_{4}$ the width of the page.

Part 2 - Procedure

Follow the procedures below and check off each step as you complete it. Answer questions where required.

☞ **NOTE:** These procedures have been tested and are proven to work. After you have used a system for several weeks, you will discover ways to adapt it to your own study habits. Your system will become a learning skill and you will find that you are learning more in less time and with less effort.

1. Survey the whole chapter.

   ___ Title

   ___ Section headings

   ___ Everything printed in such a way as to get your attention

   ___ Pictures, graphs, maps (read titles and all other information)

   ___ Questions at the end of the chapter

   - In a few words, what is the overall purpose of the chapter?

     ____

   - How does this chapter fit in with what you've studied thus far?

     ____

     ____

2. Read quickly until you are full of information, then stop.

3. Put down your book.

4. For 1 minute – 60 seconds – write down the key ideas in the left-hand column.

5. Go over your reading again, then write down any ideas you missed.

6. Say the key ideas or key words out loud.

7. Use a technique for remembering to record the key ideas in your mind.

8. Use the right-hand column to note your associations, reactions, questions, and points that help you relate the reading to what you already know.

9. Repeat steps 2-5 until you have finished the assignment.

10. Organize your notes in some pattern and write them in the space below.

11. Wait 4-10 minutes, then review your notes.

12. Review your notes later today.

ORGANIZED NOTES

Name ______________________________ Score __________

OBJECTIVE 14

Use techniques for remembering.

INTRODUCTION

Straight memorizing is the least effective way to remember. Information that is connected to something you know will stay with you much longer.

INSTRUCTIONS

Complete these exercises to help you learn and remember the information presented in the Information Sheet concerning techniques for taking notes in class and techniques for classroom learning. Select an assignment from this class or from another subject area for this activity. Select an assignment that requires you to remember several different facts, concepts, etc. if possible.

Functional Reading
- Use content area vocabulary

Research
- Take notes

1. Counting

   ☐ How many items do you have to learn? ____________

   ☐ Write down a key word for each item. ____________

   ____

   ____

   ☐ Put the ideas in groups that make sense to you (no more than 4 groups.)

   ☐ How many groups? ________ Count the number of items in each group and write it next to the group.

- ☐ Make up a way to remember the number of groups and the number in each group.

  ____

  ____

2. Association

   - ☐ Choose one group from question 1 and make up associations that you can remember.

     ____

     ____

     ____

     ____

3. Visualization

   - ☐ Choose a different group from question 1 and make up a visual image. Describe it or draw it.
   - ☐ Key words ______________________________

4. Sounding out

   - ☐ Choose a group from question 1 (if you have more than two groups, choose one you haven't used) and make up a device to sound out the key words in the group.
   - ☐ Key words ______________________________
   - ☐ Sound out ______________________________

     ____

     ____

5. Shorten

- ☐ Take the key word from all items on the list and make a mnemonic device.
- ☐ Key words ______________________________

  ____

  ____
- ☐ Mnemonic device ______________________________

  ____

6. Practice writing out techniques for taking notes in class.

____

____

____

____

____

____

____

____

____

____

____

____

____

7. Do something else for 10 minutes.

8. Write the techniques for taking notes as well as you can without looking at your notes.

____

____

____

____

____

____

____

____

____

____

9. How many did you remember? _____

How many did you forget? ______

10. Write the items you didn't remember on the extra lines below.

____

____

____

11. Make visualization or association devices for these items. Write them down.

12. Review the techniques in this exercise. Choose the ones that worked best for you and use them to improve your learning skills.

☞ **NOTE:** Similar subjects are easier to learn if they are studied in *different* study sessions.

ASSIGNMENT SHEET 4

DEVELOPING TECHNIQUES FOR LEARNING

6

Name ______________________________ Score __________

OBJECTIVE 15 **Analyze your techniques for preparing and taking a test.**

INSTRUCTIONS

Language
- State ideas clearly

General Relating
- Identify personal values/attitudes

Take a short survey of the way you study for a test and the way you actually take a test. You can compare your present methods (and grades) with your performance after you have studied the unit and learned effective techniques that will make test-taking easier and help you improve your grades.

Part 1

What type of test-taker are you? Write an "X" in the blank that best describes the way you feel. Turn the page to find out what this unit can do for you.

____ 1. I like taking tests and am generally satisfied with my grades.

____ 2. I dread taking a test, but I generally do well.

____ 3. I study and know the material the night before, but I seem to forget what I learned when I take the test.

____ 4. I "freeze up" when I get to the test.

____ 5. I don't study enough and I don't make the grades I know I could make.

____ 6. I study a long time, but I don't do well on tests.

____ 7. I make good grades in the subjects I like and don't do as well in subjects I don't like.

____ 8. I study very little, but I do okay on tests and am satisfied with my grades.

Read the section below that corresponds with the number you checked on page one. You'll find suggestions for how you can use this unit to improve your grades and make test-taking easier.

1. Objectives 7-10 can add to your efficiency in preparing for tests. Objectives 10 and 11 will give you some hints that can help shorten your study time and your test-taking time.
2. Objectives 7-11 will help you be better prepared so that you feel more confident, have less anxiety, and maybe even enjoy taking a test.
3. Use the techniques in Objective 7 to improve your learning during the course. Use the techniques in Objectives 8-10 to help you perform better on the day of the test.
4. Study Objectives 7-11 to increase your confidence. These techniques have been tried and proven by research and used by thousands of students to make test-taking easier and more successful.
5. Your best bet is first to set up and stick to a study schedule. Objectives 7-11 will teach you some "tricks of the trade" that will make your study time pay off and make test-taking easier. Ask your instructor for suggestions on how to improve your study habits.
6. Study for shorter periods over several days. Study Objectives 7 and 8 and check with your instructor for some suggestions on how to improve your study habits.
7. The techniques in Objectives 7-11 can help raise those lower grades. Your teacher may be able to suggest some additional resources to help you study more effectively for the courses you're not as interested in.
8. Even if you don't change your study habits, the techniques in Objectives 7-11 can give you some shortcuts and help you perform better on your tests.

Part 2

1. Answer the following questions about the last test you studied for.
   a. What was your grade on the test? ____________________
   b. How many days before the test did you begin studying? _
   c. How many hours a day did you study? ________________

d. How many total hours did you study? ____________

e. What is the hardest part of taking a test for you?

f. Describe your usual study procedure. How did you study for the test? (From notes? From the book? Did you memorize? Did you write, speak out loud? How many times did you review the same material, etc?)

2. Write an "X" in the blank that best describes how you prepare for a test.

DURING THE COURSE	**Yes**	**No**
I find out exactly what material will be covered on the test.	___	___
I find out what type of questions will be asked (true-false, matching, essay, etc.)	___	___
I take notes on my reading and on classroom lectures.	___	___
I have a study schedule.	___	___
I stick to my schedule.	___	___
I keep my old tests and study them.	___	___
BEFORE A TEST	___	___
I avoid cramming.	___	___
I go to bed early and get a good night's sleep.	___	___
I exercise to get blood to my brain.	___	___
I get my body ready with the proper food.	___	___
I scan my notes lightly.	___	___
I have special activities or "tricks" to help me succeed.	___	___
I stay away from drugs such as alcohol, speed, marijuana, a lot of caffeine, and sugar.	___	___

DURING THE TEST	**Yes**	**No**
I arrive on time with everything I need.	___	___
I listen carefully to instructions and comments from the instructor.	___	___
I scan the entire test.	___	___
I schedule my time.	___	___
I read all instructions and questions several times.	___	___
I answer the easy questions first.	___	___
I mark questions I don't know, I skip them, and come back to them later.	___	___
I guess when there is no penalty for guessing.	___	___
I review the entire test and check my answers.	___	___
I use all the time allowed.	___	___

Totals __Yes __No

Name ______________________________ Score __________

OBJECTIVE 16

Chart your test-taking track record.

INSTRUCTIONS

Functional Writing
- Complete forms and records

Data Analysis and Display
- Construct graphs

Cognitive Activities
- Collect/record information

Get out of your rut! Complete this chart for the next six tests and watch how you improve your ability to take tests and improve your grades. Be honest with yourself so you can get a true picture of your progress.

Part 1

TEST 1

Course ______________________________ Date of test __________

Material covered ______________________________________

Scores for types of questions:

____ True-False ____ Matching ____ Short answer

____ Multiple choice ____ Fill-in or completion ____ Essay

Check the appropriate square to show whether you used the techniques below.

Yes	No		Yes	No	
☐	☐	Knew material to be covered	☐	☐	Prepared myself to succeed
☐	☐	Knew types of questions	☐	☐	Stayed off of drugs
☐	☐	Took notes on reading and lectures	☐	☐	Arrived on time with everything I needed
☐	☐	Got clues from instructor	☐	☐	Listened to all instructions
☐	☐	Set up a study schedule	☐	☐	Scanned the entire test
☐	☐	Used my schedule	☐	☐	Scheduled my time
☐	☐	Increased study time in 3-hour blocks	☐	☐	Read everything on test several times
☐	☐	Did not cram	☐	☐	Watched for clue words

Yes	No	
		Reviewed and pre-tested myself with notes
		Exercised on the day of the test
		Ate the proper food on the day of the test
		Scanned my note lightly before the test

Yes	No	
		Marked questions I didn't know, skipped them and came back to them
		Guessed when there was no penalty
		Reviewed the entire test and checked my answers
		Used all the time allowed

Number of days you started studying before the test

1	2	3	4	5	6	over 6

Number of hours you scheduled for studying for the test

0-3	3-6	6-9	9-12	over 12

Number of hours you actually studied

0-3	3-6	6-9	9-12	over 12

Grade you received __________ Grade you expected __________

How satisfied are you with your performance on this test?

_____ Very satisfied

_____ Satisfied

_____ Somewhat disappointed

_____ Very disappointed

What strategies will you use for Test 2? ____________________

TEST 2

Course ____________________ Date of test __________

Material covered ____________________

Scores for types of questions:

____ True-False ____ Matching ____Short answer

____ Multiple choice ____ Fill-in or completion ____ Essay

Check the appropriate square to show whether you used the techniques below.

Yes	No		Yes	No	
		Knew material to be covered			Prepared myself to succeed
		Knew types of questions			Stayed off of drugs
		Took notes on reading and lectures			Arrived on time with everything I needed
		Got clues from instructor			Listened to all instructions
		Set up a study schedule			Scanned the entire test
		Used my schedule			Scheduled my time
		Increased study time in 3-hour blocks			Read everything on test several times
		Did not cram			Watched for clue words

Yes	No	
		Reviewed and pre-tested myself with notes
		Exercised on the day of the test
		Ate the proper food on the day of the test
		Scanned my note lightly before the test

Yes	No	
		Marked questions I didn't know, skipped them and came back to them
		Guessed when there was no penalty
		Reviewed the entire test and checked my answers
		Used all the time allowed

Number of days you started studying before the test

1	2	3	4	5	6	over 6

Number of hours you scheduled for studying for the test

0-3	3-6	6-9	9-12	over 12

Number of hours you actually studied

0-3	3-6	6-9	9-12	over 12

Grade you received __________ Grade you expected __________

How satisfied are you with your performance on this test?

_____ Very satisfied _____ Somewhat disappointed

_____ Satisfied _____ Very disappointed

What strategies will you use for Test 3? ______________________

____

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TEST 3

Course ______________________ Date of test __________

Material covered ______________________________

Scores for types of questions:

____ True-False ____ Matching ____ Short answer

____ Multiple choice ____ Fill-in or completion ____ Essay

Check the appropriate square to show whether you used the techniques below.

Yes	No		Yes	No	
		Knew material to be covered			Prepared myself to succeed
		Knew types of questions			Stayed off of drugs
		Took notes on reading and lectures			Arrived on time with everything I needed
		Got clues from instructor			Listened to all instructions
		Set up a study schedule			Scanned the entire test
		Used my schedule			Scheduled my time
		Increased study time in 3-hour blocks			Read everything on test several times
		Did not cram			Watched for clue words

Yes	No	
		Reviewed and pre-tested myself with notes
		Exercised on the day of the test
		Ate the proper food on the day of the test
		Scanned my note lightly before the test

Yes	No	
		Marked questions I didn't know, skipped them and came back to them
		Guessed when there was no penalty
		Reviewed the entire test and checked my answers
		Used all the time allowed

Number of days you started studying before the test

1	2	3	4	5	6	over 6

Number of hours you scheduled for studying for the test

0-3	3-6	6-9	9-12	over 12

Number of hours you actually studied

0-3	3-6	6-9	9-12	over 12

Grade you received ________ Grade you expected ________

How satisfied are you with your performance on this test?

____ Very satisfied

____ Satisfied

____ Somewhat disappointed

____ Very disappointed

What strategies will you use for Test 4? ______________________

____

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TEST 4

Course ______________________________ Date of test __________

Material covered ______________________________

Scores for types of questions:

____ True-False ____ Matching ____Short answer

____ Multiple choice ____ Fill-in or completion ____ Essay

Check the appropriate square to show whether you used the techniques below.

Yes	No	
☐	☐	Knew material to be covered
☐	☐	Knew types of questions
☐	☐	Took notes on reading and lectures
☐	☐	Got clues from instructor
☐	☐	Set up a study schedule
☐	☐	Used my schedule
☐	☐	Increased study time in 3-hour blocks
☐	☐	Did not cram

Yes	No	
☐	☐	Prepared myself to succeed
☐	☐	Stayed off of drugs
☐	☐	Arrived on time with everything I needed
☐	☐	Listened to all instructions
☐	☐	Scanned the entire test
☐	☐	Scheduled my time
☐	☐	Read everything on test several times
☐	☐	Watched for clue words

Yes	No	
		Reviewed and pre-tested myself with notes
		Exercised on the day of the test
		Ate the proper food on the day of the test
		Scanned my note lightly before the test

Yes	No	
		Marked questions I didn't know, skipped them and came back to them
		Guessed when there was no penalty
		Reviewed the entire test and checked my answers
		Used all the time allowed

Number of days you started studying before the test

1	2	3	4	5	6	over 6

Number of hours you scheduled for studying for the test

0-3	3-6	6-9	9-12	over 12

Number of hours you actually studied

0-3	3-6	6-9	9-12	over 12

Grade you received __________ Grade you expected __________

How satisfied are you with your performance on this test?

_____ Very satisfied _____ Somewhat disappointed

_____ Satisfied _____ Very disappointed

What strategies will you use for Test 5? ____________________

____

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TEST 5

Course ____________________ Date of test __________

Material covered ____________________

Scores for types of questions:

____ True-False ____ Matching ____ Short answer

____ Multiple choice ____ Fill-in or completion ____ Essay

Check the appropriate square to show whether you used the techniques below.

Yes	No	
		Knew material to be covered
		Knew types of questions
		Took notes on reading and lectures
		Got clues from instructor
		Set up a study schedule
		Used my schedule
		Increased study time in 3-hour blocks
		Did not cram

Yes	No	
		Prepared myself to succeed
		Stayed off of drugs
		Arrived on time with everything I needed
		Listened to all instructions
		Scanned the entire test
		Scheduled my time
		Read everything on test several times
		Watched for clue words

Yes	No	
		Reviewed and pre-tested myself with notes
		Exercised on the day of the test
		Ate the proper food on the day of the test
		Scanned my note lightly before the test

Yes	No	
		Marked questions I didn't know, skipped them and came back to them
		Guessed when there was no penalty
		Reviewed the entire test and checked my answers
		Used all the time allowed

Number of days you started studying before the test

1	2	3	4	5	6	over 6

Number of hours you scheduled for studying for the test

0-3	3-6	6-9	9-12	over 12

Number of hours you actually studied

0-3	3-6	6-9	9-12	over 12

Grade you received __________ Grade you expected __________

How satisfied are you with your performance on this test?

_____ Very satisfied _____ Somewhat disappointed

_____ Satisfied _____ Very disappointed

What strategies will you use for Test 6? ____________________

____

____

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TEST 6

Course ____________________ Date of test __________

Material covered ________________________________

Scores for types of questions:

____ True-False ____ Matching ____ Short answer

____ Multiple choice ____ Fill-in or completion ____ Essay

Check the appropriate square to show whether you used the techniques below.

Yes	No		Yes	No	
☐	☐	Knew material to be covered	☐	☐	Prepared myself to succeed
☐	☐	Knew types of questions	☐	☐	Stayed off of drugs
☐	☐	Took notes on reading and lectures	☐	☐	Arrived on time with everything I needed
☐	☐	Got clues from instructor	☐	☐	Listened to all instructions
☐	☐	Set up a study schedule	☐	☐	Scanned the entire test
☐	☐	Used my schedule	☐	☐	Scheduled my time
☐	☐	Increased study time in 3-hour blocks	☐	☐	Read everything on test several times
☐	☐	Did not cram	☐	☐	Watched for clue words

Yes	No	
		Reviewed and pre-tested myself with notes
		Exercised on the day of the test
		Ate the proper food on the day of the test
		Scanned my note lightly before the test

Yes	No	
		Marked questions I didn't know, skipped them and came back to them
		Guessed when there was no penalty
		Reviewed the entire test and checked my answers
		Used all the time allowed

Number of days you started studying before the test

1	2	3	4	5	6	over 6

Number of hours you scheduled for studying for the test

0-3	3-6	6-9	9-12	over 12

Number of hours you actually studied

0-3	3-6	6-9	9-12	over 12

Grade you received __________ Grade you expected __________

How satisfied are you with your performance on this test?

_____ Very satisfied _____ Somewhat disappointed

_____ Satisfied _____ Very disappointed

What strategies will you use for future tests?

Part 2

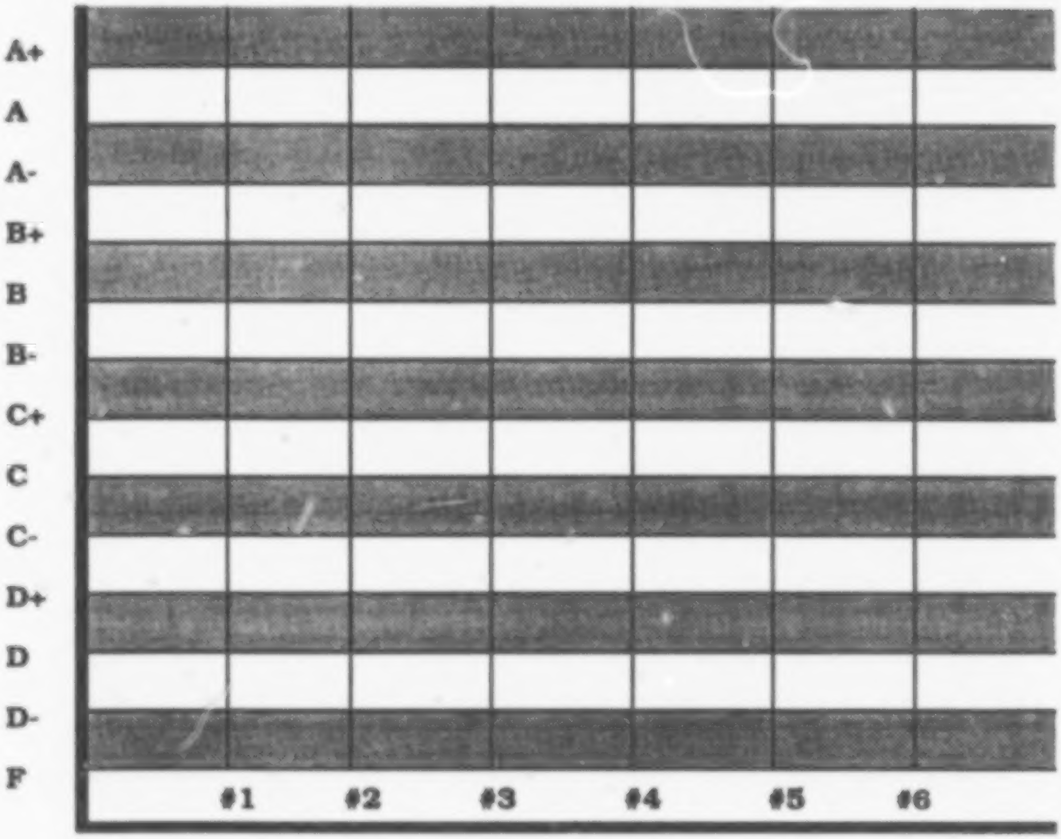
Using the information from Part 1, fill in this chart after each test.

Test #	TECHNIQUES USED		DAYS OF STUDY BEFORE TEST							HOURS OF STUDY					Grade
	# of Yes	# of No	1	2	3	4	5	6	6+	0-3	3-6	6-9	9-12	12+	
1															
2															
3															
4															
5															
6															

Part 3

GRAPH YOUR PROGRESS

Plot your test scores for each test on the graph below.



WRITTEN TEST

DEVELOPING TECHNIQUES FOR LEARNING

6

Name ______________________________ Score __________

OBJECTIVE 1

Match terms associated with learning skills to their correct definitions. Write the correct letters in the blanks.

a. remembering
b. key ideas
c. technique
d. mnemonic device
e. learning
f. survey

____ 1. Examine in a general way; get an overview

____ 2. A memory aid

____ 3. Method or procedure used to develop a skill

____ 4. Gaining knowledge, understanding, or skill by study, instruction, or experience

____ 5. Main points or important information taken from reading or lecture

____ 6. Putting facts and ideas into long-term storage in the memory and being able to recall them on demand

OBJECTIVE 2

State techniques for classroom learning. Write ten techniques in the spaces provided.

1. ______________________________
2. ______________________________
3. ______________________________
4. ______________________________
5. ______________________________
6. ______________________________

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7. ____________________

8. ____________________

9. ____________________

10. ____________________

OBJECTIVE 3

Match techniques for remembering to their correct definitions. Write the correct letters in the blanks..

a. sound out
b. visualize
c. count
d. associate
e. shorten.

____ 1. Make a mental picture.

____ 2. Make an image with sound.

____ 3. Take parts of the material, such as key words or the first letters of the items in a list, and arrange them into your own pattern or mnemonic device.

____ 4. Connect new information to something you already know.

____ 5. Learn the number of items involved.

OBJECTIVE 4

State techniques for taking notes in class. Write eight techniques in the spaces provided.

1. ____________________

2. ____________________

3. ____________________

4. ____________________

5. ____________________

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6. ____________________

7. ____________________

8. ____________________

OBJECTIVE 5

Arrange in order steps for using a reading system. Write a "1" in the blank for the first step, a "2" for the second step, and so on.

____ Say the key ideas or key words out loud.

____ Discuss with others.

____ Record it in your mind.

____ Review later, on a regular schedule.

____ Survey the whole chapter or unit.

____ Write down the key ideas immediately.

____ Read quickly until you are full of information, then stop.

OBJECTIVE 6

Select from a list techniques for developing successful study habits. Write an "X" in the blank before each correct answer.

____ 1. Study for short periods and take breaks.

____ 2. Focus your attention on how quickly you can learn the material.

____ 3. Study with the TV or radio on to help focus your concentration.

____ 4. Study until you are tired enough to sleep well.

____ 5. Schedule your study time for four solid hours a night.

____ 6. Schedule a regular, uninterrupted time for studying.

____ 7. Use whatever learning techniques are easiest.

____ 8. Keep candy in your study area.

____ 9. Read all assignments aloud.

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____ 10. Have on hand the tools you need to work effectively.

____ 11. Work in a quiet, well-lit, well-ventilated area.

____ 12. Study through your lunch break so you will be alert and prepared for your afternoon classes.

____ 13. Get or make a course outline and always look for the overall view of the material.

____ 14. Read and re-read all material several times.

____ 15. Stop studying when you get tired or begin making mistakes.

____ 16. Focus your attention on your work.

OBJECTIVE 7

Complete statements about techniques for preparing for tests. Write the correct word or words in the blanks.

1. Find out what ________________ will be covered on the test.
2. Find out what types of ________________ will be on the test.
3. Take good ________________ on reading assignments and class discussion.
4. Listen and watch for ______________________ from the instructor about the material to be covered.
5. Set up and use a ____________ ______________ starting three to six days before the test.
6. Increase your study session by ________ - __________.

   ____________.

OBJECTIVE 8

Select from a list techniques for preparing for a test. Write an "X" in the blank before each correct answer.

____ 1. Stay off of drugs.

____ 2. Study your notes and re-read the chapter the morning of the test.

____ 3. Get your body ready with the proper food.

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____ 4. Study as long as you can stay awake the night before the test.

____ 5. Scan your notes lightly before the test.

____ 6. Review and pre-test yourself with your notes.

____ 7. Re-read all the required material within three days of the test.

____ 8. Get a good night's sleep.

____ 9. Drink coffee and eat a candy bar or donut for plenty of energy at test time.

____ 10. Allow yourself an extra hour of relaxation time just before the test.

____ 11. Get your body ready with exercise.

____ 12. Wait until the day before the test to make notes on your readings so the information will be fresh.

____ 13. Get plenty of rest the day of the test.

____ 14. Prepare yourself to succeed.

____ 15. Avoid cramming.

OBJECTIVE 9

State techniques for taking a test. Write ten techniques in the spaces provided.

1. ____

____

2. ____

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3. ____

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4. ____

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5. ____

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6. ____

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7. ____

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8. ____

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9. ____

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10. ____

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OBJECTIVE 10

Select techniques for answering different types of questions. Write "MC" in the blank if the technique applies to a multiple choice question, "TF" if it applies to a true-false question, "SA" if it applies to a short-answer question, "FI" if it applies to a fill-in question, and "MA" if it applies to a matching question. Some items will have more than one answer.

_____ 1. Eliminate wrong answers.

_____ 2. Memorize facts.

_____ 3. Study lecture notes for key ideas from the instructor.

_____ 4. Count the numbers of letters when you are finished to make sure you haven't omitted any or used the same one twice.

_____ 5. Watch for clue words such as *all, none, only, always, never, generally, probably, seldom.*

_____ 6. The most common connections are: Names with achievements or actions; laws or rules with dates, founders, functions; and locations with important events.

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____ 7. Compare similar important ideas, noting similarities and differences.

____ 8. Associate words or terms and facts.

____ 9. Work quickly.

____ 10. Try each answer then use the one that looks most familiar.

____ 11. Guess if there is no penalty for wrong answers.

____ 12. Use correct terms for the subject area.

____ 13. Clue words include *best, most, least, correct, incorrect,* and similar words.

____ 14. Write what you know and move to the next question.

____ 15. Look for plurals; look for verb clues such as *are or is, have or has.*

OBJECTIVE 11

Describe techniques for taking an essay test. Write ten techniques in the spaces provided. Support each answer with at least one explanation or example. The examples may be taken from your own experience.

1. ____

____

____

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2. ____

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____

____

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3. ______________________________

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4. ______________________________

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5. ______________________________

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6. ______________________________

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7. ______________________________

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8. ______________________________

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May be photocopied for student use

9. ____

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10. ____

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____

OBJECTIVES 12-16 Evaluated on Assignment Sheets 1-5.

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ASSIGNMENT SHEETS

OBJECTIVE 12

Assignment Sheet 1.

Part 1 - Evaluated to the satisfaction of the instructor.

A. Check to see that notes are short and focus on major ideas. Credit the use of key words; deduct for full sentences.

B. Notes should have at least these points, although the organization may differ:

☑ **NOTE:** If you use your own lecture, be sure you have a list of main and subtopics.

1. Develop a positive "can-do" attitude.
   - You have to want to learn in order to learn
   - You have to create an interest in learning.
2. Use techniques to keep yourself motivated.
   - Relate what you are learning to something important to you
   - Become actively involved in learning
   - Set small realistic goals
   - Invent ways to encourage yourself.
3. Make study a habit.
   - Schedule regular times to study
   - Have a regular study area
   - Review material on a regular schedule

☑ **NOTE:** Section 3 was on the board and must be included.

Part 2 - Evaluated to the satisfaction of the instructor.

A. Check to see that student has organized notes and has written in the right-hand column.

B. Suggested scoring:

12 key ideas	4 points each	48
Notes are brief	8 points	8
Used key words	8 points	8
Readable notes	8 points	8
Organized notes	8 points	8
Related ideas	20 points	20
Total		100

OBJECTIVE 13

Assignment Sheet 2.

Evaluated to the satisfaction of the instructor.

OBJECTIVE 14

Assignment Sheet 3.

Evaluated to the satisfaction of the instructor.

OBJECTIVE 15

Assignment Sheet 4.

Evaluated to the satisfaction of the instructor.

OBJECTIVE 16

Assignment Sheet 5.

Evaluated to the satisfaction of the instructor.

WRITTEN TEST

OBJECTIVE 1

1. f
2. d
3. c
4. e.
5. b
6. a

OBJECTIVE 2

Answer should include any ten of the following:

- Develop a positive, "can-do" attitude.
- Attend all classes.
- Be on time.
- Sit where you can see and hear and be seen and heard.
- Read and complete assignments.
- Preview the day's assignment before class.
- Come to class prepared to discuss and ask questions.
- Take careful, readable notes.
- Listen with your full attention.
- Ask questions when you don't understand.
- Review information as soon as possible after class.
- Get to know some other serious students.

OBJECTIVE 3

1. b
2. a
3. e
4. d
5. c

OBJECTIVE 4

Answer should include any eight of the following:

- Be ready with your paper and pen before class starts.
- Use looseleaf paper and write on only one side.
- Write down key ideas only.

- Listen and watch for behavior that "signals" key ideas.
- Pay close attention to opening and closing remarks.
- Write down any idea the teacher repeats.
- Copy diagrams, charts, and graphs from the board.
- Develop a shorthand form of writing that works for you.
- Organize your notes in a pattern that makes sense to you.

OBJECTIVE 5

4, 7, 5, 6, 1, 3, 2

OBJECTIVE 6

1, 6, 10, 11, 13, 15, 16

OBJECTIVE 7

1. material
2. questions
3. notes
4. clues
5. study schedule
6. 3-hour blocks

OBJECTIVE 8

1, 3, 5, 6, 8, 11, 14, 15

OBJECTIVE 9

Answer should include any ten of the following:

- Arrive early or on time with everything you need.
- Listen carefully to all instructions and comments from your instructor.
- Ask questions when you don't understand. Go to the instructor during the test if you have a question.
- Scan the entire test.
- Schedule your time.
- Read all instructions and questions carefully, several times.

- Watch for clue words.
- Answer easy question first.
- Mark questions that you don't know, skip them, and come back to them later.
- Guess only when there is no penalty for wrong answers.
- Review the entire test and check your answers.
- Use all the time allowed.

OBJECTIVE 10

1. MC
2. TF, FI, SA
3. SA
4. MA
5. TF
6. MA
7. MC
8. FI, MA
9. TF, SA
10. FI
11. TF
12. SA
13. MC
14. SA
15. FI

OBJECTIVE 11

Answers should include any ten of the following plus examples to support the techniques.

- Study to get an overview of the material.
- Read directions carefully and underline clue words.
- Budget your time.
- Outline your answer, including examples, on a separate piece of paper.
- Write a clear opening statement of your main idea.
- Provide enough support to demonstrate the idea fully.
- Connect ideas together.
- Present only one main point in a paragraph.

- Use your time to show what you know.
- Use key phrases, words, and statements from your instructor's lectures.
- Read over your answer.
- Go over your graded test and use it to plan a strategy for your next test.

OBJECTIVES 12-16

Evaluated on Assignment Sheets 1-5.

OBJECTIVE SHEET

QUALITY MANAGEMENT SKILLS FOR STUDENT ORGANIZATIONS

7

INTRODUCTION

Quality is not only a good thing to strive for in the work place, it is a requirement for good business. As the business world becomes more and more global in the coming years, it will become increasingly more important to be able to give your customers quality products and services. This unit will introduce you to the concepts of quality management and allow you to practice them in a familiar setting–your student organization.

UNIT OBJECTIVE

After completing this unit, you will show the following competencies by mastering the activities on the Assignment Sheets and by scoring at least 85% on the Written Test.

SPECIFIC OBJECTIVES

1. Match terms related to quality to their correct definitions.
2. Define quality.
3. Discuss the importance of quality.
4. Answer questions about basic principles of total quality.
5. Discuss the customer-supplier chain.
6. Describe common tools used in TQM.
7. Give reasons for following a problem-solving process (PSP).
8. List steps in a problem-solving process.
9. List steps in a quality improvement process.
10. Identify customers, suppliers, and outputs. (Assignment Sheet 1)
11. Diagram a customer-supplier chain. (Assignment Sheet 2)
12. Interpret a histogram. (Assignment Sheet 3)
13. Create a histogram (Assignment Sheet 4)

14. Create a cause-and-effect (fishbone) diagram. (Assignment Sheet 5)

15. Use a problem-solving process to solve a problem. (Assignment Sheet 6)

PREPARATION

- Review the unit and plan your presentation.
- Determine the scope and sequence of objectives you add. Design and develop support materials, including evaluation techniques for additional objectives.
- Review the teaching suggestions and plan classroom activities.
- Determine how you will schedule time for students to demonstrate competence in the required procedures.
- Order materials to supplement the unit.
- Order videos.
- Invite guest speakers.

☑ **NOTE:** Please provide the guest speaker with the specific topic relevant to the unit of instruction ahead of time. You may want to supply the Objective Sheet, Information Sheets, and any other components you want the speaker to cover. Confirm the scheduled appearance two to three days prior to the presentation.

DELIVERY

Objective 1: Match terms related to quality to their correct definitions.

- Discuss the language of quality with your students.
- Call on individual students to use one of the terms in a sentence. Evaluate the sentences for clarity and correct use of the term.

Objective 2: Define quality.

- Point out that the definition of "quality" *depends on the customer, not on the supplier* of the product or service. Ask students to explain the importance/implications of this concept.

Objective 3: Discuss the importance of quality.

- Explain the importance of quality as a management philosophy. Answer the question "Why Quality?"

- Create a scenario involving the importance of quality:

  1. This scenario has two basic roles: the president/manager of a company or other organization and an employee of the organization. (Create a fictional company or organization from your occupational area or create a fictional community organization, etc.)

  2. Assign pairs of students, with one student in each pair assuming the role of president/manager and the other student assuming the role of employee.

  3. Allow students time to study the information in the unit, and in any outside resources.

  4. Direct each pair of students to act out the scenario in front of the class: The president/manager is reluctant to introduce quality concepts; the employee is eager to convince the president/manager of the need for those concepts.

     ✎ **NOTE:** Encourage students to develop their roles. Ask them to describe their character's thoughts and actions before acting out the scenario. Students should also invent realistic "facts" appropriate for the type of organization in the scenario and supporting their points of view.

  5. After the scenarios are completed, ask the rest of the class to discuss the effectiveness of the ideas and arguments presented in each scenario.

- Identify the Malcolm Baldrige National Quality Award as one American award for quality. Obtain copies of the award criteria, then point out specific criteria as you discuss the concepts in this unit.

- Ask all students to write a business letter — written or typed — to the president/manager, presenting their reasons why the organization should introduce quality concepts. This requires note-taking by all students during the scenario role-plays, as well as a review of business letter styles.

Objective 4: Answer questions about basic principles of total quality.

- Invite a quality specialist or other representative from a local business to speak to the class about quality efforts at his/her workplace.
- Use Transparency Master 1.

Objective 5: Discuss the customer-supplier chain.

- Think of several products or outputs students are familiar with. Work through the customer-supplier chain for each of the products to help familiarize students with the process.

Objective 6: Describe common tools used in TQM.

- Identify the "tools" commonly used to create ideas and collect information in a problem-solving process. State that some of these tools are covered in Assignment Sheets 3-5. Suggest that students investigate some of the tools not covered in this unit, then report to the class on how to use the tool.
- Introduce Assignment Sheet 5. Discuss the value of these tools in the PSP.
- Use Transparency Masters 2 and 3.

Objective 7: Give reasons for following a problem-solving process (PSP).
Objective 8: List steps in a problem-solving process.
Objective 9: List steps in a quality improvement process.

- Give reasons for following a problem solving-process (PSP).
- Give reasons for using a quality improvement process (QIP).
- Explain that many businesses follow a formal process for solving problems or improving quality in the workplace. The process followed may be similar to the ones presented in this unit, or they may be slightly different.

- Do the following as you present specific PSP steps:
    - ☐ Step 1 – Define a "problem statement" (the result of Step 1) as a two-part statement: the "current situation" part and the "desired situation" part.
    - ☐ Step 2 – Explain that a problem may require a *set* of solutions.
    - ☐ Step 3 – Identify some general criteria as examples. These criteria may include: degree of conformance (to customer requirements), time (how long it will take to carry out the solution), cost of quality (whether the solution will lower the cost of nonconformance), effectiveness, and acceptability (to the people involved).
- Choose a scenario to illustrate each step in the PSP. (Use a problem that relates to your occupation or subject area.) Walk-through each of the PSP steps. State that individuals or groups often do not follow the six steps without backing up and revising earlier steps along the way. Do the same thing for the QIP, outlining how each of the nine steps contributes to the process.
- Emphasize the reliance on *data* in the problem-solving process, both in the identification of the problem and in the choosing of a solution. Discuss how data helps individuals or groups identify the real problem and the most effective solution.
- Give examples of well-written problem statements, or ask students to give examples. Make sure that each statement has the required two parts.
- Be alert for opportunities for students to apply the PSP or QIP in later units of instruction. Ask students to apply the process when specific opportunities come along.

Objective 10: Identify customers, suppliers, and outputs.
Objective 11: Diagram a customer-supplier chain.
Objective 12: Interpret a histogram.
Objective 13: Create a histogram.
Objective 14: Create a cause-and-effect (fishbone) diagram.
Objective 15: Use a problem-solving process to solve a problem.

- Review the instructions and any specific guidelines.
- Make certain any needed materials are available.

- Have students complete Assignment Sheets 1-6.
- Complete each student's Competency Profile.
- Have students volunteer to read aloud the instructions and any special guidelines.
- Return the completed Assignment Sheets to students so they may use them for later reference, if needed.

EVALUATION

Pretest

- Use the unit Written Test for **both** the pretest and posttest. Give the students the pretest before they begin the unit.
- You may wish to use the CIMC publication *Measuring Learning and Competency Gains: The Pretest/Posttest Approach* for instructions and suggestions on giving pretests and using the results. Information for ordering this material is included in the Optional Resources section.

Assignment Sheet

- Evaluate students on Assignment Sheet activities if not previously done. Students must repeat an Assignment Sheet until they have mastered the activity.

Posttest

- After they have completed the unit, give students the Written Test again.
- Explain to the students that they will be asked to demonstrate on the Written Test actions listed in the specific objectives.
- You may wish to use the CIMC publication *Measuring Learning and Competency Gains: The Pretest/Posttest Approach* for instructions and suggestions on giving pretests and using the results. Information for ordering this material is included in the Optional Resources section.
- Reteach and retest as necessary to meet individual student needs and state standards for student learning and competency gains.

- Review individual and group performance to evaluate teaching effectiveness. Adjust scope, sequence, or instructional methods for additional lessons as required.

OPTIONAL RESOURCES

- *Measuring Learning and Competency Gains: The Pretest/Posttest Approach.* Stillwater, OK: CIMC, Oklahoma Department of Vocational and Technical Education, 1992. For ordering information call 800-522-5810.

UNIT RESOURCES

- *Design for Total Quality: A Workbook for Socio-Technical Design.* Miller Consulting, 1991.
- *Global Quality: The New Management Culture.* Mercury Books, 1990.
- Maile, Craig. *Quality Oklahoma.* Stillwater, OK: Curriculum and Instructional Materials Center, Oklahoma Department of Vocational and Technical Education, 1993.
- *Quality in America: How to Implement a Competitive Quality Program.* Business One-Irwin, 1992.

OBJECTIVE 1

Match terms related to quality to their correct definitions.

- **benchmarking** – a process used by many organizations to measure its practices against those of an industry leader

  ☑ **NOTE:** By comparing its practices against those practices considered to be the "best," an organization can identify opportunities for improvement.

- **conformance** – when an output meets the agreed-upon customer requirements

  ☑ **NOTE:** Conformance requires that outputs be measured against actual customer requirements. Work must not be measured against (1) guesses about what the customer wants, (2) what other customers want, or (3) the way business has always been done before.

- **continuous** – ongoing; continual

- **cost of quality** – the total expenses involved in achieving quality, made up of three kinds of expenses: the cost of meeting customer requirements (cost of conformance); the cost of not meeting customer requirements (cost of nonconformance); and the cost of products or services not provided (cost of lost opportunities)

- **customer requirements** – what the customer expects of the output, agreed-upon by the customer and the supplier

  EXAMPLE: A student (the supplier) writes an essay (the output) for a teacher (the customer). The teacher's (customer's) requirements for the output may include the length of the essay, the topic, the form (whether written, typed, or presented orally), etc.

- **customers** – the people inside and/or outside the organization who receive the product that you produce and/or the service that you provide

- **external customers** – the people who receive the final product or service, usually outside the organization; the end-user

- **framework** – the basic structure or structural frame of something

- **global** – worldwide

- **internal customers** – the people who are next in line to receive a product or service from a supplier, but who are not the end-users

  EXAMPLE: Assume that you work on an assembly line, producing some kind of product. You may be both a customer and a supplier: you are a customer for the person who must give you the semi-finished product on which to work; you are also the supplier for the person waiting for you to pass your work down the line (your customer). The customers inside the company are internal customers; the external customer is the person who buys your company's product.

- **nonconformance** – when an output does not meet the agreed-upon customer requirements

- **output** – the products and/or services produced by a supplier

- **supplier** – a person or group producing an output

- **supplier specifications** – an exact description of what the customer expects and desires, expressed in terms the supplier uses in his or her business or profession

- **TQM** – total quality management

OBJECTIVE 2 **Define quality.**

- Quality means meeting the requirements of both internal and external customers.

OBJECTIVE 3

Discuss the importance of quality.

- **Quality will help American businesses and other organizations succeed in the global marketplace.** Quality improvement practices are already adopted by many companies and organizations around the world (including many in the United States). We have many choices of where to get the products and services we need and want. Today, competition can come from around the block or around the world. Many competitors outside the United States have adopted the principles of total quality, helping them provide better products and services. Americans must also apply quality concepts in order to keep its customers and attract new customers.

- **Quality is good business.** Quality increases profits and creates new business by responding to customer requirements. It leads to products and services that customers want and need, because "quality" is defined by the *customer.*

- **Quality acts as a framework for continuous improvement.** Quality improves the performance of the whole organization by providing a way of consistently reviewing all of the processes through which work is done. It makes employees more effective by directing their work toward a common goal: meeting customer requirements.

- **Quality improves the performance of individuals and groups or teams.** The principles of total quality make a measurable difference in the work of every individual or group. As a result, the performance of the total organization improves as well.

- **Quality is required by many end-users of products and services.** Many end-users now require certain quality standards from their suppliers. These standards are important in meeting internal and external customer requirements. Quality impacts cost, conformance, productivity, and efficiency.

OBJECTIVE 4

Answer questions about basic principles of total quality.

- Everyone in the organization is responsible for quality all of the time.

  ☞ **NOTE:** Total quality means "doing the right things right."

- It is a planned, systematic approach to creating excellence in the workplace.

- Actions are directed at satisfying the customer's needs and expectations (customer requirements).

- The success of the organization depends on giving customers what they want.

- Internal customers must be satisfied before external customers can be satisfied.

- Employees must be empowered to identify and carry out improvements in the way they work.

  ☞ **NOTE:** Total quality is based on the idea of continuous improvement of products, services, and processes.

- Actions must be based on facts, so organizations can change from responding to problems to preventing them.

  EXAMPLE: Organizations follow a basic process for solving problems and use specific tools in order to base actions on facts.

- A key role of managers and supervisors is to support the people they supervise in their efforts to improve quality.

  ☞ **NOTE:** Total quality requires top commitment and leadership. It will probably not be possible without commitment and leadership from the top of the organization.

- Total quality is a continuous process.

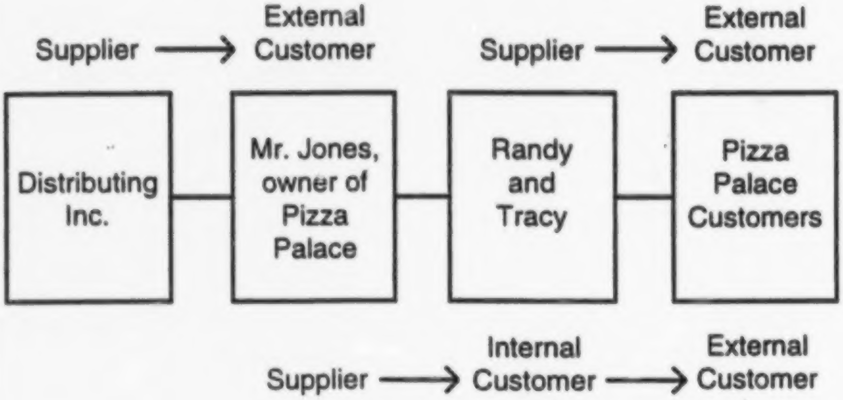
  ☞ **NOTE:** Think of total quality as a journey, not a destination.

OBJECTIVE 5

Discuss the customer-supplier chain

Customers and suppliers work together to supply the product. The customers needs are met by the supplier. In most cases, there are internal and external customers. Internal customers can be suppliers for other internal customers or for external customers.

Let's look at a sample customer-supplier chain. In our example, Mr. Jones owns Pizza Palace and he buys pizza supplies from Distributing, Inc. Distributing, Inc. is the supplier and Mr. Jones is their external customer. Mr. Jones employs two pizza bakers, Randy and Tracy. Randy and Tracy are Mr. Jones' internal customer and he is their supplier. The people who buy pizzas from Pizza Palace are the external customers and Randy and Tracy their suppliers. The chain looks like this:

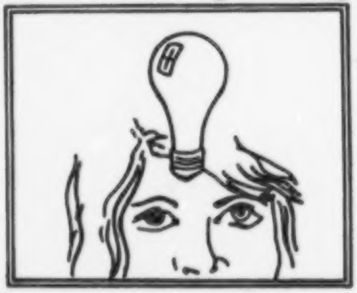

Supplier → External Customer
Supplier → External Customer
Distributing Inc.
Mr. Jones, owner of Pizza Palace
Randy and Tracy
Pizza Palace Customers
Supplier → Internal Customer → External Customer

OBJECTIVE 6

Describe common tools used in TQM.

There are many tools used in quality management. The tools discussed here are some of the more common ones used. This listing does not include all of the tools available for analyzing, evaluating, or creating ideas and solutions.

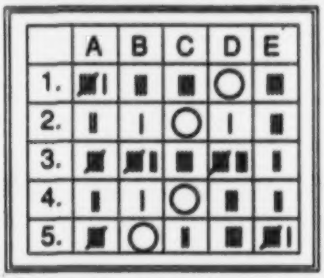
The two most common methods of generating ideas are:



- **Brainstorming**—during brainstorming, the group members generate and call out ideas as quickly as they think of them. Nothing is too wild or creative, no decisions or evaluation of ideas is allowed during the brainstorming. This is a spontaneous activity. One person needs to write all the ideas down. For larger groups, a different approach can be taken to cut down on the confusion. Groups members can write all their ideas on slips of paper which are collected, organized, and posted. Another approach lets members take turns giving ideas in a round robin method.

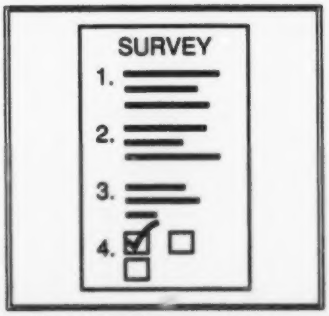
- **Brainwriting** takes the basic concept of brainstorming and builds on it. Members write ideas on a slip of paper, then exchange slips and build on the idea they receive. This method of generating ideas gives more detail and builds on a smaller number of ideas than brainstorming.

Once you have your ideas identified, you need to collect data to support those ideas. Methods for collecting data include:



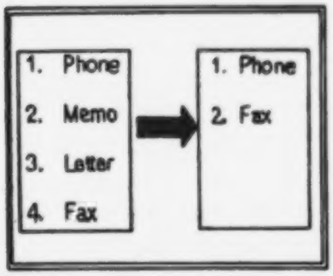
- **Checksheets** which tally the information by category; checksheets allow you to track your data in order to give you more information.

- **Interviewing** allows you to gather information from individuals in person or over the phone. It is usually an efficient way to get data but it can be time consuming when you have several people to interview.

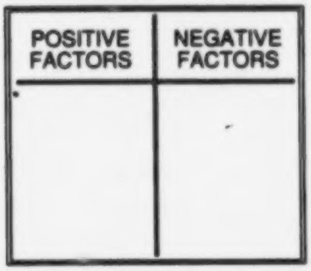


- **Surveying** is similar to interviewing except it is done by questionnaire and you do not have to meet face to face with people. It can be done by mail. A disadvantage of surveying is that different people can interpret the questions on the survey differently. This can cause your data to be inaccurate.

Once you have several ideas generated, you need to narrow them down to the ones that provide the best solution. There needs to be a general agreement within the group on the best solution. Methods of narrowing the field and reaching general agreement include:



- **List reduction** allows you to narrow down the ideas you generated during the brainstorming session. The group may need some items on this list clarified and this can be done during list reduction. The group should reach general agreement on which items are the most important or which is the best solution.



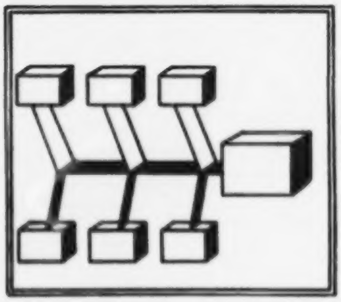
- **Balance sheets** allow members to decide the pro's and con's of the idea, solution, etc. One column is marked for the pro's and one for the con's then the positive and negative aspects of the item in question are listed in the appropriate column.

- **Criteria rating forms** allow the group to look at several items or ideas and compare them against the same criteria. This is a weighted rating because the most important factors are worth more points than factors which are less important.

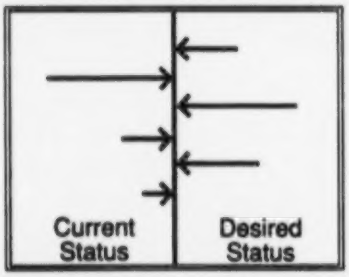
- **Weighted voting** allows all members to voice their opinion without the group having to reach an agreement. This method uses a grid and a point system. It is decided before voting, how may votes each person shall have. All members have the same number of votes. Members may cast all their votes for one idea or they may cast each for a different idea. All the votes for each idea is then tallied.

- **Paired comparisons** allow members to see the ideas side by side and evaluate them against each other. Members vote for the option they feel is best in each round and then the scores are tallied.

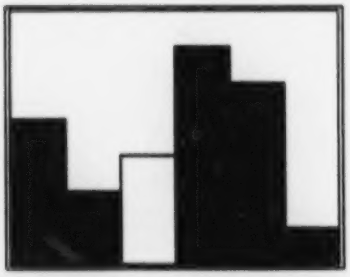
There is a set of tools used to analyze and display the data you have collected. These tools include:



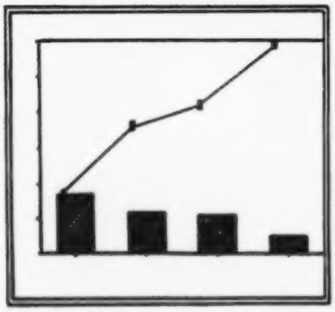
- **Cause and effect analysis** is a tool used to analyze the data collected. It graphically illustrates the causes and effects in a fishbone pattern. The effects can be either the problems you are looking at or they can be what you want things to be like after problems are solved. The causes illustrate actual causes of the problem or what points contribute to the solution of the problem (ways to correct the problems).



- **Force-field analysis** is used to illustrate the positive and negative aspects of the information gathered. Positive aspects are listed on one side and negative on the other. You identify the aspects which help solve the problems and those that stand in the way of the solution in force-field analysis. This tool can also be used to illustrate how things currently are on one side of the chart and how you want them to be on the other side.

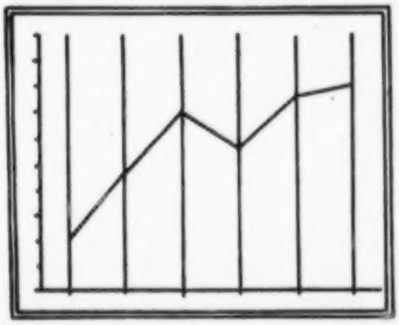


- **Histograms** are tools for displaying data. A histogram is a type of bar graph, and it is an effective way to visually display information.

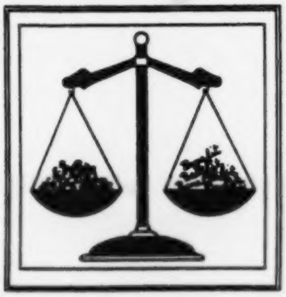


- **Pareto Analysis** is used to show inequalities in a whole. The data is ranked and displayed in descending order of frequency, importance, etc., with the cumulative effect equalling the whole.

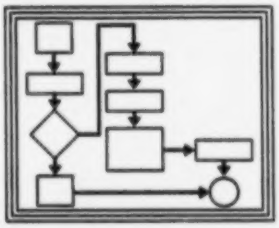
- **Pie charts** display data as sections or slices of a pie. They graphically display how each section relates to the whole. You can see at a glance how each section relates to the whole.



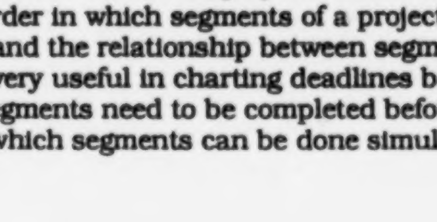
- **Time charts** allow you to show changes over a period of time. These charts can help display causes and effects and fluctuations or changes over certain periods of time. They can also be used to show how may times something happened in a set period of time. Normally, time is charted on the horizontal axis and frequency along the vertical. Points on the chart are usually connected by a line so fluctuations can easily be seen.



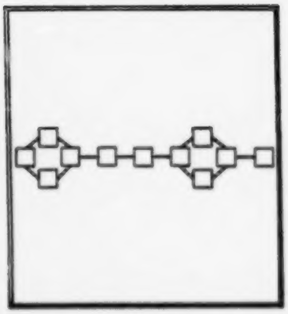
- **Cost-benefit analysis** is used to estimate the costs and benefits of possible solutions. It helps the group determine if the solution is cost effective in relation to the benefits derived. Costs are estimated or calculated and benefits are listed, then a comparison is done to see if the benefits are worth the costs. This tool allows you to see what benefits you will receive for the money spent. Not all solutions can be evaluated in terms of cost versus benefit.



- **Flowcharts** allow you to chart the steps in a project and the order in which they will be done. Inputs, activities, outputs and decisions are included on the flowchart with specific symbols used for each. Arrows show the direction of workflow.



- **Gantt charts** are used to display schedules of projects. They show the order in which segments of a project must be completed and the relationship between segments. Gantt charts are very useful in charting deadlines because you can see what segments need to be completed before the next can begin and which segments can be done simultaneously.



- **PERT (program evaluation and review technique) charts** are used to chart projects. They help the project coordinator chart the project's path and steps along the path. These charts are used to help the project coordinator manage time and resources.

OBJECTIVE 7

Give reasons for following a problem-solving process (PSP).

- Allows individuals or teams to identify the real problem before taking action

  ☞ **NOTE:** Without a problem-solving process, time and money could be spent on solving *the wrong problem.*

- Provides *data* for identifying problems and supporting possible solutions

- Applies accepted *tools and techniques* to assure that ideas are created and information is collected in a systematic way.

  EXAMPLE: Brainstorming, interviewing, weighted voting, cause-and-effect diagrams, pie charts, flowcharts, histograms, cost-benefit analysis, etc.

- Prevents problems from being tackled that are beyond the control of the individual or team

- Helps define problems in detail *before* implementing solutions

- Makes sure that critical people are involved early in identifying, choosing, and planning solutions

- Allows for solutions to be planned and evaluated

  ☞ **NOTE:** A PSP requires solutions to be carried out and evaluated according to a plan.

OBJECTIVE 8

List steps in a problem-solving process.

☑ **NOTE:** Many companies use a formal problem-solving process (PSP). The following six-step process is just one model of a PSP. This process can be used to solve everyday problems and workplace problems, by individuals or by groups.

1. **Identify the problem.**

Ask: "What should be changed?"

Keys:
- "Current situation" statement that is specific, contains no causes or solutions, and is not too broad
- "Desired situation" statement that is objective

Result: A "problem statement" written in two parts: the statement of the "current situation" and the statement of the "desired situation"

2. **Describe the causes.**

Ask: "What is keeping us from getting to where we want to go?"

Keys:
- Problem statement and supporting data (from Step 1)
- Data identifying the possible causes of the problem
- Data about each possible cause
- Data for selecting the key cause(s)

Result: Problem causes identified, documented, and ranked (in order of importance)

3. **Search for possible solutions.**

Ask: "How can we make the needed changes?"

Keys:
- Problem statement and supporting data (from Step 1)
- Key cause(s) and supporting data (from Step 2)
- List of possible solutions

Result: Possible solutions listed

4. **Choose the solution.**

Ask: "What is the best way to solve the problem?"

Keys:
- ▸ List of possible solutions (from Step 3)
- ▸ Criteria for evaluating and selecting solutions to try
- ▸ A plan for carrying out the solution, including steps, tasks, deadlines and responsibilities
- ▸ Commitment to the plan by the persons responsible for carrying it out
- ▸ Measurements for deciding when the problem is solved and how well it is solved

Result: A plan for making the change and tracking progress

5. **Carry out the solution.**

Ask: "Are we following our plan?"

Keys:
- ▸ A plan (from Step 4)
- ▸ Data for measuring the success of the plan

Result: Solution accomplished

6. **Check the solution.**

Ask: "How well did the solution work?"

"Did the solution create any new problems?"

Keys:
- ▸ Data for checking the solution in place

Result: Solution is confirmed; or, decision to begin the PSP again is reached

OBJECTIVE 9

List steps in a quality improvement process.

☞ **NOTE:** Many companies use a formal quality improvement process (QIP). The following nine-step process is just one model of a QIP. You can use this process in your daily life and at work, alone or in a group.

1. **Identify the end product**—what do you need or want to produce? How is it different from the product you currently produce? Are you developing a new line or improving a current product?

2. **Identify your customer**—know your contact by name. By knowing exactly who to contact, you are better able to work with your customer and get the needed information and requirements for your product.

3. **Identify your customer's requirements**—you need to know exactly what your customer expects. The requirements must be specific, detailed and achievable.

4. **Use the customer requirements to identify your specifications**—take the requirements given to you and put them into the language of your business, terms you and your team will understand and be able to use to produce the end product.

5. **Outline the steps you will follow in the production of your product**—are you changing an older process in order to be more efficient? If so, you need to make sure that new or different steps are outlined in detail so you will be able to determine if the new process is more efficient.

6. **Identify and choose measurements and evaluations to use to make sure you are on track**—you need to determine how you will evaluate your progress. Careful selection of measures and other tools will help you gather accurate data.

7. **Determine if your current process is adaptable enough to work when necessary changes are made**—if the changes made are not workable, you will not be able to produce your product.

8. **Evaluate the process and the results**—check to see if your production was improved. Did you meet your customer's requirements? Did you make a profit on the sale of your product? Were the product and process improved? Did you encounter any new problems?

9. **Go back to step one**—see how you can improve even more, how your product can be even better. This is a continuous process. You need to strive for improvement at all times. Can you produce the product faster, cheaper, etc.

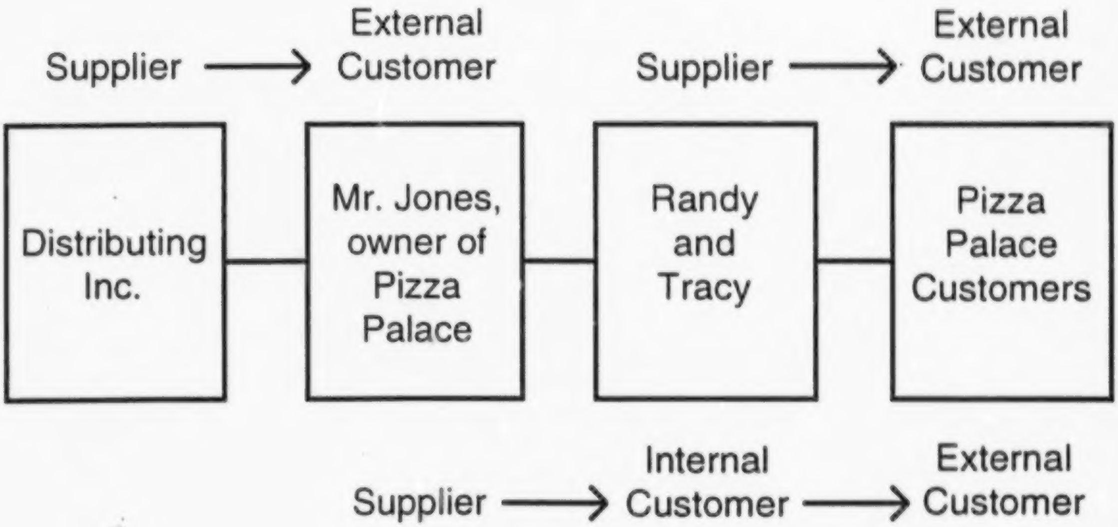
Remember, you are looking for continual improvement, and quality improvement programs such as the one outlined can help you with this task.

OBJECTIVES 10-15

Complete Assignment Sheets 1-6.

TM 1

Customer-Supplier Chain



Supplier → External Customer

Supplier → External Customer

Distributing Inc.

Mr. Jones, owner of Pizza Palace

Randy and Tracy

Pizza Palace Customers

Supplier → Internal Customer → External Customer

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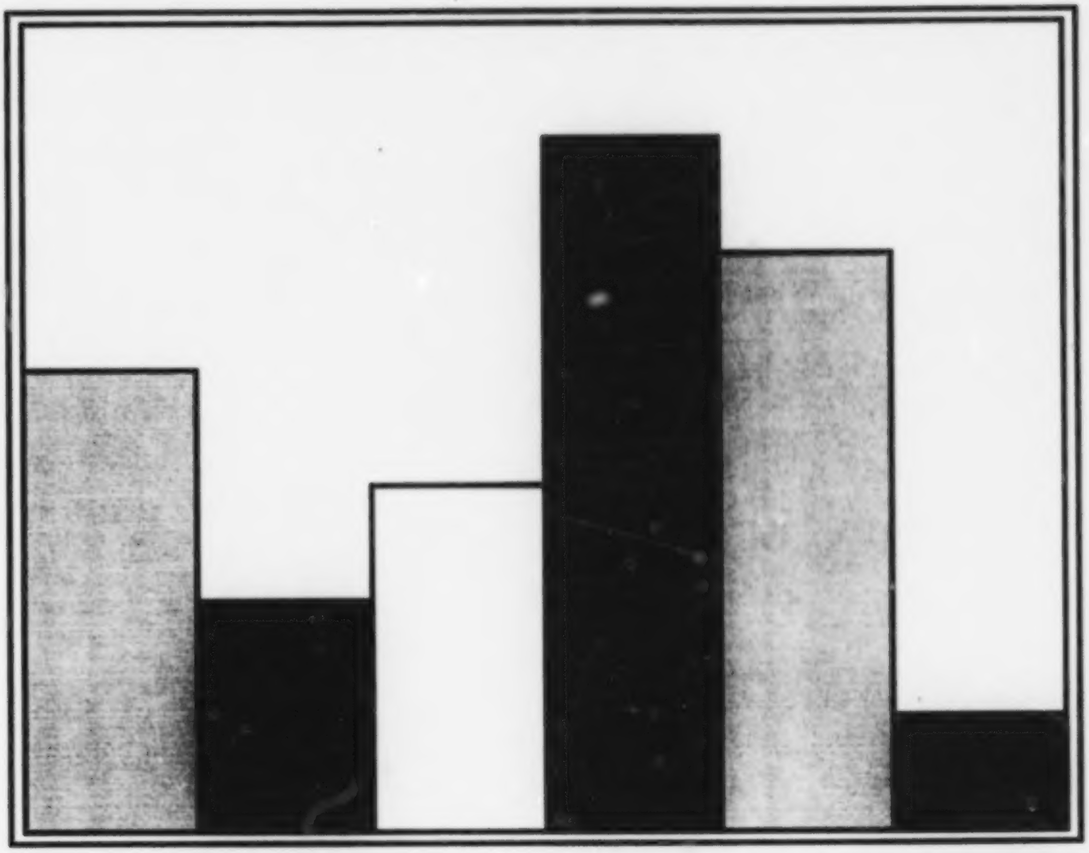
Histogram



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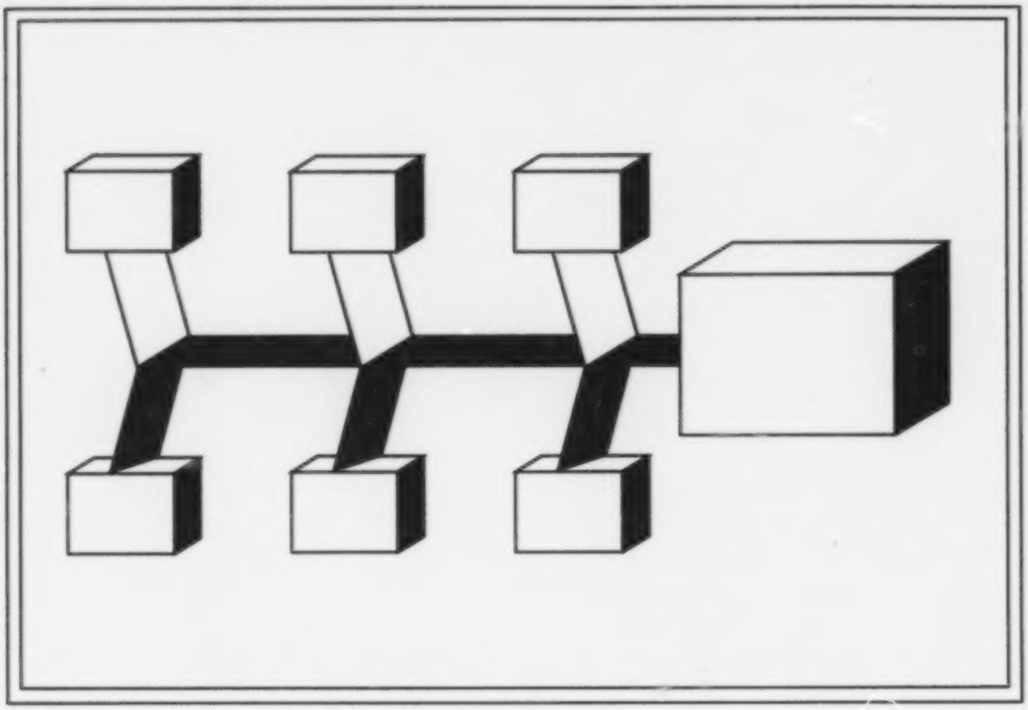
Cause and Effect Diagram
(fishbone)



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ASSIGNMENT SHEET 1

QUALITY MANAGEMENT SKILLS FOR STUDENT ORGANIZATIONS

7

Name ______________________________ Score __________

OBJECTIVE 10

Identify customers, suppliers, and outputs.

INSTRUCTIONS

1. Read each situation.
2. For each situation, identify the customer (internal and/or external), the output, and the supplier. Write your answers in the blanks following the situations.

   ☑ **NOTE:** Some situations may have both internal and external customers. One person or group may represent both a customer and a supplier. Also, outputs may be products produced or services provided. Read each situation carefully.
3. If you are a customer in any of the situations, write your name in the appropriate blank.

Reading Comprehension
- Draw conclusions

Functional Reading
- Follow written instructions
- Use content area vocabulary

Cognitive Activities
- Identify critical elements/issues
- Analyze/synthesize information

SITUATIONS

1. You are waiting in line to buy a pizza at a fast food restaurant.

   Customer(s): ______________________________

   Output: ______________________________

   Supplier(s): ______________________________

2. A secretary prepares a letter about a company product for a supervisor. The supervisor approves the letter, then sends it to the manager, who signs the letter and mails it to Kimberly Smith, who bought the product.

   Customer(s): ______________________________

   Output: ______________________________

   Supplier(s): ______________________________

3. A vocational-technical school offers nighttime small business management classes to adult students.

Customer(s): ______________________________

Output: ______________________________

Supplier(s): ______________________________

4. Ann, an employee on an assembly line, attaches part D to the company's product, a computer. The computer moves along the line to Jack, another employee who attaches part E to the computer.

Customer(s): ______________________________

Output: ______________________________

Supplier(s): ______________________________

5. A high school student writes an essay and submits the essay to the instructor.

Customer(s): ______________________________

Output: ______________________________

Supplier(s): ______________________________

6. You mow and edge a neighbor's lawn.

Customer(s): ______________________________

Output: ______________________________

Supplier(s): ______________________________

7. Jennifer, an automotive technician, repairs the automatic transmission on Scott's car.

Customer(s): ______________________________

Output: ______________________________

Supplier(s): ______________________________

8. Your team leader at work asks you to prepare a project timeline and submit it to her tomorrow. You request time and cost estimates from the company's word processing manager, art department manager, and print shop supervisor.

   Customer(s): ______________________________

   Output: ______________________________

   Supplier(s): ______________________________

Name ______________________________ Score __________

OBJECTIVE 11

Diagram a customer-supplier chain.

INSTRUCTIONS

Reading Comprehension
- Draw conclusions

Functional Reading
- Follow written instructions
- Use content area vocabulary

Language
- Use standard grammar, spelling, and capitalization
- State ideas clearly

Composition
- Use complete sentences
- Compose essays

Cognitive Activities
- Identify critical elements/issues
- Analyze/synthesize information

Select one of the following situations or create one of your own and diagram the customer-supplier chain that the situation represents. Write a short essay outlining how you determined the chain and why you diagramed your customer-supplier chain the way you did.

1. Jan buys a dress from Dillingers. Amanda is a sales clerk and Mark is a buyer for Dillingers. Juan is the marketing representative for Fine Fashions, the manufacturer of the dress. Sally is a dress designer for Fine Fashions and Jack and Marie are the cutter and seamstress for the company.

2. Dan drag races his car on weekends. He has to purchase jets from AutoMotive to jet his carburetor. Lois is the sales clerk at AutoMotive and Michael is their buyer. Micheal buys his stock from Major Auto Parts.

3. Darlene is a secretary for Mr. Valdez. Mr. Valdez needs a letter typed and mailed to 500 potential clients. Blank mailing labels, envelopes, and paper are available from Kevin in the office supply department. Darlene needs mailing labels for the mailing and she works with An Li in the computer department to get a current set of labels printed. When the letters have been typed, stuffed, and labeled, they will be sent to Migel in the postal department for mailing.

Name ______________________________ Score __________

OBJECTIVE 12

Interpret a histogram.

INSTRUCTIONS

Functional Reading
- Follow written instructions
- Interpret graphics and symbols

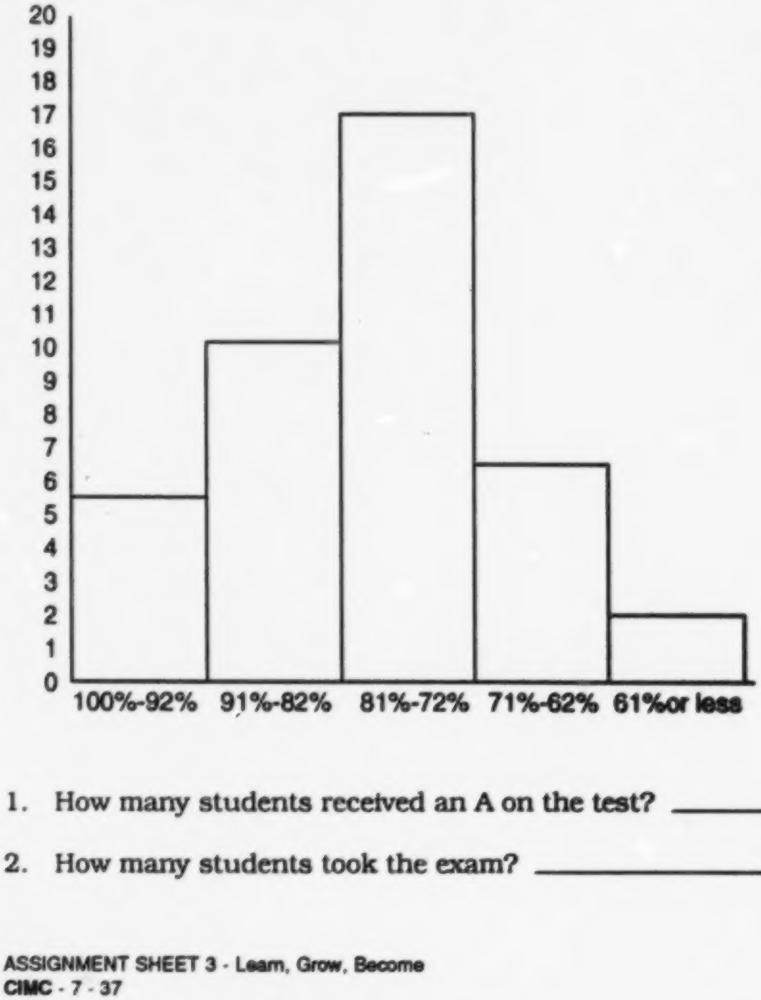
Operation and Calculation
- Calculate with whole numbers

Math Application
- Select/apply mathematical formula

Cognitive Activities
- Analyze/synthesize information

Study the histogram below then answer the questions that follow. The grading scale for the test outlined on the histogram is shown below.

A = 92-100%
B = 82-91%
C = 72-81%
D = 62-71%
F = below 62%



1. How many students received an A on the test? __________

2. How many students took the exam? ________________

3. How many students received a failing grade on the test? ____

4. How many students passed the test? ____________________

5. How many students made a B on the test? ________________

6. How many students made a C on the test? ________________

7. How many students made a D on the test? ________________

Name ______________________________ Score __________

OBJECTIVE 13 **Create a histogram.**

INSTRUCTIONS

Functional Reading
- Follow written instructions

Composition
- Construct graphics and symbols

Operation and Calculation
- Calculate with whole numbers

Data Analysis and Display
- Collect/record data
- Construct graphs

Cognitive Activities
- Analyze/synthesize information

Use the following information to plot the attendance of DECA members attending chapter activities. Create a histogram to graphically display the information below. Use the information found in Objective 6 and on Assignment Sheet 3 as a reference to help you complete this exercise.

Type of Event	#	Type of Event	#
Meetings		**Fundraising Projects**	
September	38	Bake Sale	28
October	29	DECA Dance	27
November	35	Slave Sale	23
December	21		
January	26	**Conferences**	
February	32		
March	33	Fall Leadership Development Conference	32
April	39	Regional Leadership Development Conference	13
May	22	National Career Development Conference	3
Parties		State Career Development Conference	34
Halloween	26	**Other**	
Christmas	31	Marketing Seminar	18
Spring Fling	36	Area School Visitation	16
		Field Trip to Main Mall	25

ASSIGNMENT SHEET 5

Name ______________________________ Score ________

OBJECTIVE 14

Create a cause-and-effect (fishbone) diagram.

INSTRUCTIONS

Data Analysis and Display
- Construct graphs

Oral Presentation
- Make informative presentations

Interactive Communications
- Work effectively in a group

General Relating
- Participate in group activities

Teamwork/Cooperative
- Generate ideas

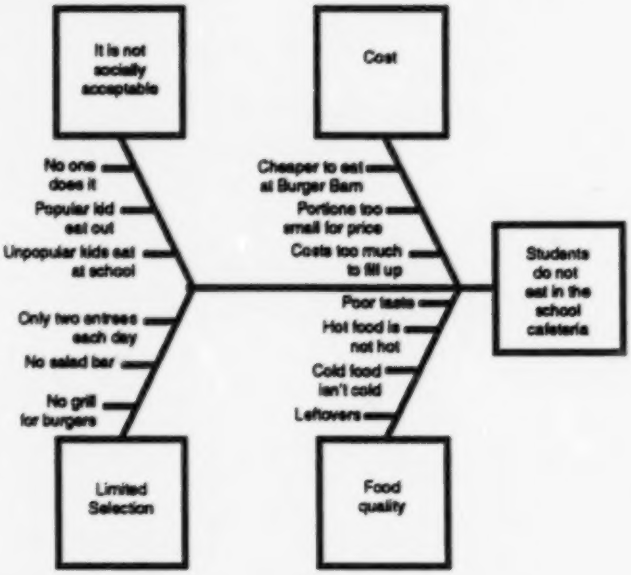
Cognitive Activities
- Collect/record information
- Identify underlying causes
- Analyze/synthesize information
- Identify/analyze underlying assumptions
- Draw conclusions
- Create a finished product
- Apply intuitive thinking techniques

Work in groups of about four students. Each group should select one of the following problem statements or think of a problem and come up with possible causes and effects of the problem. Use brainstorming or brainwriting techniques to come up with causes and effects. After all groups have created their cause-and-effect diagrams, each group will present their diagram to the class and discuss how they came up with their diagram. Use the example at the bottom of the page as a guide.

Problem statements:

- There are not enough people involved in recycling.
- We do not have enough members volunteering to work on DECA projects.
- Too many students at XYZ high school have experimented with drugs and alcohol.

EXAMPLE: The students at XYZ high school do not eat in the school cafeteria.


It is not socially acceptable
Cost
No one does it
Popular kid eat out
Unpopular kids eat at school
Cheaper to eat at Burger Barn
Portions too small for price
Costs too much to fill up
Students do not eat in the school cafeteria
Only two entrees each day
No salad bar
No grill for burgers
Poor taste
Hot food is not hot
Cold food isn't cold
Leftovers
Limited Selection
Food quality

ASSIGNMENT SHEET 6

QUALITY MANAGEMENT SKILLS FOR STUDENT ORGANIZATIONS

7

Name ______________________________ Score __________

OBJECTIVE 15

Use a problem-solving process to solve a problem.

Review the information on the problem-solving process found in Objectives 7 and 8. This information can be found on pages 20-22 of this unit. Break into groups of four or five. Select one of the problems below or select a problem you currently have within your DECA chapter. Work through the problem-solving process to come up with a solution to the problem. When all groups are finished working through the problem-solving process, each group will give a presentation about their problem and solution. You will be expected to use at least two of the common tools and include them in your report or tell how you used them in the problem- solving process.

Possible problems:

- Too few marketing students are members of DECA.
- There are not enough involved DECA members to run big projects.
- Our DECA chapter does not have any money in the bank and we have no fundraisers scheduled.
- Our fundraiser did not make enough money last year to support the chapter.
- The chapter officers do all the work and the general members just observe.

Functional Reading
- Follow written instructions
- Use content area vocabulary

Oral Presentation
- Make informative presentations

Interactive Communications
- Work effectively in a group

General Relating
- Participate in group activities

Teamwork/Cooperative
- Generate ideas

Cognitive Activities
- Identify critical elements/issues
- Define a problem
- Identify underlying causes
- Apply a problem-solving model
- Analyze/synthesize information
- Draw conclusions
- Devise a solution
- Create a finished product
- Apply intuitive thinking techniques
- Evaluate results/outcomes

WRITTEN TEST

QUALITY MANAGEMENT SKILLS FOR STUDENT ORGANIZATIONS

7

Name ______________________________ Score __________

OBJECTIVE 1

Match terms related to quality to their correct definitions. Write the correct letters in the blanks.

a. benchmarking
b. conformance
c. continuous
d. cost of quality
e. customer requirements
f. customers
g. external customers
h. framework
i. global
j. internal customers
k. nonconformance
l. output
m. supplier
n. supplier specifications
o. TQM

____ 1. Worldwide

____ 2. A person or group producing an output

____ 3. The people who are next in line to receive a product or service from a supplier, but who are not the end-users

____ 4. Ongoing; continual

____ 5. Total quality management

____ 6. The basic structure or structural frame of something

____ 7. A process used by many organizations to measure its practices against those of an industry leader

____ 8. The people inside and/or outside the organization who receive the product that you produce and/or the service that you provide

____ 9. The products and/or services produced by a supplier

____ 10. An exact description of what the customer expects and desires, expressed in terms the supplier uses in his or her business or profession

____ 11. The people who receive the final product or service, usually outside the organization; the end-user

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____ 12. What the customer expects of the output, agreed-upon by the customer and the supplier

____ 13. The total expenses involved in achieving quality, made up of three kinds of expenses: the cost of meeting customer requirements (cost of conformance); the cost of not meeting customer requirements (cost of nonconformance); and the cost of products or services not provided (cost of lost opportunities)

____ 14. When an output meets the agreed-upon customer requirements

____ 15. When an output does not meet the agreed-upon customer requirements

OBJECTIVE 2 **Define quality.** Write your answer in the space provided.

____

____

____

OBJECTIVE 3 **Discuss the importance of quality.** Use short essays to discuss the points listed below.

Quality will help American businesses and other organizations succeed in the global marketplace.

____

____

____

Quality is good business.

____

____

____

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Quality acts as a framework for continuous improvement.

Quality improves the performance of individuals and groups or teams.

Quality is required by many end-users of products and services.

OBJECTIVE 4

Answer questions about basic principles of total quality. Write your answers to the following questions in the blanks provided.

1. Who in the organization is responsible for quality?
2. When are they responsible for quality?
3. What is total quality?
4. What are actions in total quality directed toward?
5. What does the success of the organization depends upon?

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6. Who's requirements must be met first, internal or external customers?

7. What must be given to employees so they can identify and carry out improvements in the way they work?

8. Why must actions be based on facts?

9. What is a key role of managers and supervisors in total quality?

10. How long does the total quality process last and why?

OBJECTIVE 5 **Discuss the customer-supplier chain.** Write a short essay in the space provided.

OBJECTIVE 6 **Describe common tools used in TQM.** Write your descriptions in the spaces provided.

Brainstorming –

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Brainwriting – ______________________________

____

____

____

Checksheets – ______________________________

____

____

____

Interviewing – ______________________________

____

____

____

Surveying – ______________________________

____

____

____

List reduction – ______________________________

____

____

____

Balance sheets – ______________________________

____

____

____

May be photocopied for student use.

Criteria rating forms – ____________________

____

____

____

Weighted voting – ____________________

____

____

____

Paired comparisons – ____________________

____

____

____

Cause and effect analysis – ____________________

____

____

____

Force-field analysis – ____________________

____

____

____

Histograms – ____________________

____

____

____

May be photocopied for student use.

Pareto Analysis –

Pie charts –

Time charts –

Cost-benefit analysis –

Flowcharts –

Gantt charts –

May be photocopied for student use.

PERT (program evaluation and review technique) charts – ____

____

____

____

____

OBJECTIVE 7

Give reasons for following a problem-solving process (PSP). Give seven reasons in the space provided.

1. ______________________________
____
2. ______________________________
____
3. ______________________________
____
4. ______________________________
____
5. ______________________________
____
6. ______________________________
____
7. ______________________________
____

May be photocopied for student use.

OBJECTIVE 8

List steps in a problem-solving process. List the steps involved in a problem-solving process in the space provided.

1. ______________________________
2. ______________________________
3. ______________________________
4. ______________________________
5. ______________________________
6. ______________________________

OBJECTIVE 9

List steps in a quality improvement process. List the steps involved in a quality improvement process in the space provided.

1. ______________________________
2. ______________________________
3. ______________________________
4. ______________________________
____
5. ______________________________
____
6. ______________________________
____
7. ______________________________
____
8. ______________________________
9. ______________________________

OBJECTIVES 10-15

Evaluated on Assignment Sheets 1-6.

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ASSIGNMENT SHEETS

OBJECTIVE 10

Assignment Sheet 1

1. Customer: you (the student)
   Output: pizza
   Supplier: restaurant

2. Customers: Kimberly Smith, manager, supervisor
   Output: letter
   Supplier: secretary, supervisor, manager

3. Customers: adult students
   Output: small business management classes
   Supplier: vo-tech school

4. Customer: Jack
   Output: computer
   Supplier: Ann

5. Customer: instructor
   Output: essay
   Supplier: high school student

6. Customer: neighbor
   Output: mowing and edging services
   Supplier: you (the student)

7. Customer: Scott
   Output: transmission repair
   Supplier: Jennifer

8. Customers: team leader, you (the student)
   Output: project timeline, time and cost estimates
   Supplier: you (the student), word processing manager, art department manager, print shop supervisor

OBJECTIVE 11

Assignment Sheet 2

Answers will vary depending on the situation selected or created. Use the information included in Objective 5 to determine the accuracy of the students' customer supplier chains. Answers should be evaluated to the instructor's satisfaction.

OBJECTIVE 12

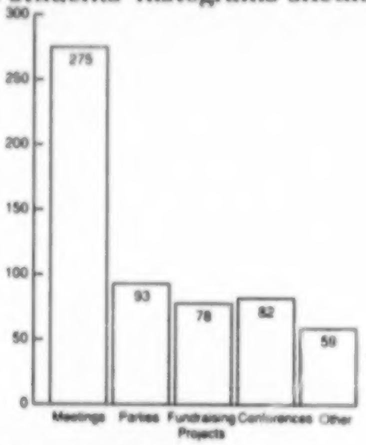
Assignment Sheet 3

1. 5
2. 39
3. 2
4. 37
5. 10
6. 17
7. 5

OBJECTIVE 13

Assignment Sheet 4

The students' histograms should resemble the one below.



OBJECTIVE 14

Assignment Sheet 5

Diagrams will vary depending on the problem statements selected. Refer to the information in Objective 6 dealing with cause and effect diagrams. Answers should be evaluated to the instructor's satisfaction.

OBJECTIVE 15

Assignment Sheet 6

Answers will vary depending on the situation selected by the group. Answers should be evaluated to the instructor's satisfaction.

WRITTEN TEST

OBJECTIVE 1

1. i
2. m
3. j
4. c
5. o
6. h
7. a
8. f
9. l
10. n
11. g
12. e
13. d
14. b
15. k

OBJECTIVE 2

Quality means meeting the requirements of both internal and external customers.

OBJECTIVE 3

- **Quality will help American businesses and other organizations succeed in the global marketplace.** Quality improvement practices are already adopted by many companies and organizations around the world (including many in the United States). We have many choices of where to get the products and services we need and want. Today, competition can come from around the block or around the world. Many competitors outside the United States have adopted the principles of total quality, helping them provide better products and services. Americans must also apply quality concepts in order to keep its customers and attract new customers.

- **Quality is good business.** Quality increases profits and creates new business by responding to customer requirements. It leads to products and services that customers want and need, because "quality" is defined by the *customer*.

- **Quality acts as a framework for continuous improvement.** Quality improves the performance of the whole organization by providing a way of consistently reviewing all of the processes through which work is done. It makes employees more effective by directing their work toward a common goal: meeting customer requirements.

- **Quality improves the performance of individuals and groups or teams.** The principles of total quality make a measurable difference in the work of every individual or group. As a result, the performance of the total organization improves as well.

- **Quality is required by many end-users of products and services.** Many end-users now require certain quality standards from their suppliers. These standards are important in meeting internal and external customer requirements. Quality impacts cost, conformance, productivity, and efficiency.

OBJECTIVE 4

1. Everyone in the organization is responsible for quality all of the time.
2. All of the time.
3. It is a planned, systematic approach to creating excellence in the workplace.
4. Actions are directed at satisfying the customer's needs and expectations (customer requirements).
5. The success of the organization depends on giving customers what they want.
6. Internal customers must be satisfied before external customers can be satisfied.
7. Empowerment.
8. Actions must be based on facts, so organizations can change from responding to problems to preventing them.
9. A key role of managers and supervisors is to support the people they supervise in their efforts to improve quality.
10. The total quality process lasts forever because it is a continuous process.

OBJECTIVE 5

Customers and suppliers work together to supply the product. The customers needs are met by the supplier. In most cases, there are internal and external customers. Internal customers can be suppliers for other internal customers or for external customers.

OBJECTIVE 6

Brainstorming—during brainstorming, the group members generate and call out ideas as quickly as they think of them. Nothing is too wild or creative, no decisions or evaluation of ideas is allowed during the brainstorming. This is a spontaneous activity. One person needs to write all the ideas down. For larger groups, a different approach can be taken to cut down on the confusion. Groups members can write all their ideas on slips of paper which are collected, organized, and posted. Another approach lets members take turns giving ideas in a round robin method.

Brainwriting takes the basic concept of brainstorming and builds on it. Members write ideas on a slip of paper, then exchange slips and build on the idea they receive. This method of generating ideas gives more detail and builds on a smaller number of ideas than brainstorming.

Checksheets which tally the information by category; checksheets allow you to track your data in order to give you more information.

Interviewing allows you to gather information from individuals in person or over the phone. It is usually an efficient way to get data but it can be time consuming when you have several people to interview.

Surveying is similar to interviewing except it is done by questionnaire and you do not have to meet face to face with people. It can be done by mail. A disadvantage of surveying is that different people can interpret the questions on the survey differently. This can cause your data to be inaccurate.

List reduction allows you to narrow down the ideas you generated during the brainstorming session. The group may need some items on this list clarified and this can be done during list reduction. The group should reach general agreement on which items are the most important or which is the best solution.

Balance sheets allow members to decided the pro's and con's of the idea, solution, etc. One column is marked for the pro's and one for the con's then the positive and negative aspects of the item in question are listed in the appropriate column.

Criteria rating forms allow the group to look at several items or ideas and compare them against the same criteria. This is a weighted rating because the most important factors are worth more points than factors which are less important.

Weighted voting allows all members to voice their opinion without the group having to reach an agreement. This method uses a grid and a point system. It is decided before voting, how may votes each person shall have. All members have the same number of votes. Members may cast all their votes for one idea or they may cast each for a different idea. All the votes for each idea is then tallied.

Paired comparisons allow members to see the ideas side by side and evaluate them against each other. Members vote for the option they feel is best in each round and then the scores are tallied.

Cause and effect analysis is a tool used to analyze the data collected. It graphically illustrates the causes and effects in a fishbone pattern. The effects can be either the problems you are looking at or they can be what you want things to be like after problems are solved. The causes illustrate actual causes of the problem or what points contribute to the solution of the problem (ways to correct the problems).

Force-field analysis is used to illustrate the positive and negative aspects of the information gathered. Positive aspects are listed on one side and negative on the other. You identify the aspects which help solve the problems and those that stand in the way of the solution in force-field analysis. This tool can also be used to illustrate how things currently are on one side of the chart and how you want them to be on the other side.

Histograms are tools for displaying data. A histogram is a type of bar graph and it is an effective way to visually display information.

Pareto Analysis is used to show inequalities in a whole. The data is ranked and displayed in descending order of frequency, importance, etc., with the cumulative effect equalling the whole.

Pie charts display data as sections or slices of a pie. They graphically display how each section relates to the whole. You can see at a glance how each section relates to the whole.

Time charts allow you to show changes over a period of time. These charts can help display causes and effects and fluctuations or changes over certain periods of time. They can also be used to show how may times something happened in a set period of time. Normally, time is charted on the horizontal axis and frequency along the vertical. Points on the chart are usually connected by a line so fluctuations can easily be seen.

Cost-benefit analysis is used to estimate the costs and benefits of possible solutions. It helps the group determine if the solution is cost effective in relation to the benefits derived. Costs are estimated or calculated and benefits are listed, then a comparison is done to see if the benefits are worth the costs. This tool allows you to see what benefits you will receive for the money spent. Not all solutions can be evaluated in terms of cost versus benefit.

Flowcharts allow you to chart the steps in a project and the order in which they will be done. Inputs, activities, outputs and decisions are included on the flowchart with specific symbols used for each. Arrows show the direction of workflow.

Gantt charts are used to display schedules of projects. They show the order in which segments of a project must be completed and the relationship between segments. Gantt charts are very useful in charting deadlines because you can see what segments need to be completed before the next can begin and which segments can be done simultaneously.

PERT (program evaluation and review technique) charts are used to chart projects. They help the project coordinator chart the project's path and steps along the path. These charts are used to help the project coordinator manage time and resources.

OBJECTIVE 7

- Allows individuals or teams to identify the real problem before taking action
- Provides *data* for identifying problems and supporting possible solutions
- Applies accepted *tools and techniques* to assure that ideas are created and information is collected in a systematic way.
- Prevents problems from being tackled that are beyond the control of the individual or team
- Helps define problems in detail *before* implementing solutions
- Makes sure that critical people are involved early in identifying, choosing, and planning solutions
- Allows for solutions to be planned and evaluated

OBJECTIVE 8

1. Identify the problem.
2. Describe the causes.
3. Search for possible solutions.
4. Choose the solution.

5. Carry out the solution.

6. Check the solution.

OBJECTIVE 9

1. Identify the end product.
2. Identify your customer.
3. Identify your customer's requirements.
4. Use the customer requirements to identify your specifications.
5. Outline the steps you will follow in the production of your product.
6. Identify and choose measurements and evaluations to use to make sure you are on track.
7. Determine if your current process is adaptable enough to work when necessary changes are made.
8. Evaluate the process and the results.
9. Go back to step one.

OBJECTIVES 10-15

Evaluated on Assignment Sheets 1-6.